



# Driver Handbook New South Wales

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# DRIVER HANDBOOK - NSW

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## 1.0 ABOUT THIS HANDBOOK

### 1.1 INTRODUCTION

The information contained in the Driver's handbook should support our affiliated Taxi Operators and Taxi Drivers in their day-to-day trade – in essence this is a quick reference guide (think Contents and Commentary), that can provide you with a short answer to many of the queries you may have or will link you to an extensive catalogue of information that is available from a variety of online sources.

This handbook is designed to support our extensive network of affiliated Operators and Drivers across Australia.

If you identify information that is not contained in this edition, please contact our Fleet Operations or our Sales and Marketing Departments and let them know you would like additional material referenced in the updated versions.

### 1.2 OTHER RESOURCES

Our electronic version of the Driver's Handbook will allow us to maintain a much more up to date version than what we could under print. BWC utilises several other means of communications with our fleet – these include email campaigns, SMS Bursts, our QR Code/Linktree and electronic newsletters from time to time. The link between our Taxi Drivers and the Company is crucial and we are wanting to provide all of you with up to date information as quickly and efficiently as possible.

The daily logon to the MTI System is another critical source of information as it references several factors that are critical to BWC providing transport services that meet or exceed Legislative or community standards.

Currently we have the following ten Conditions that assist us to deliver certain standards required under Legislation in NSW. These are:

#### **Sydney Primary**

1. By signing into the system, I understand I have agreed to the driver terms and conditions
2. I am aware of my COVID obligations in regard to providing a QR Code and cleaning and reporting obligations and comply with all of these requirements.
3. I will comply with the Rules of Operation of Black & White Cabs.
4. I am logging in with my own valid Drivers Authorisation and PIN.
5. I consider myself 100% fit to drive a taxi under Point to Point regulation at this time.
6. I have a blood alcohol reading of zero and have not consumed any drugs which will affect my driving.
7. I have considered my fatigue levels and believe I am not fatigued at this time.
8. I will make my best effort to professionally complete every booking that is offered to me.
9. I acknowledge that the GPS navigation tool provided is a guide only, and Black & White Cabs is not responsible for my decision to use the routes suggested.
10. I have tested my alarm switch (Tools > System Status > Alarm Test - refer to MTData manual) and it is working correctly.

Another valuable source of information is our Black & White Cabs Website, recently designed and constantly being updated by our Sales and Marketing Department that aims to provide information to both customers and drivers.

By utilising each of these reference sources, our Drivers and Operators should be well versed in the information required to provide a service of excellence to the travelling public in Queensland.

## References:

[Point to Point Transport NSW](#)

[Black & White Cabs Website](#)

[ATO Taxi Driver and Operators](#)

### 1.3 BLACK & WHITE CABS - WHO TO CALL

Please click the link below to see the organisational structure of Black & White Cabs.

For most telephone inquiries for drivers, the driver enquiry line (07 3860 1840) will be the first point of contact. However, in some cases it is more appropriate to contact another member of the administration staff. Please click “Who to Call” link below with some common questions or issues and whom to call.

[Who to Call](#)

### 1.4 OUR AIMS & OBJECTIVES

The principal aim of Black & White Cabs is to ensure that a prompt and efficient taxi service is provided to our customers that will meet or exceed the expectations of those customers. The company provides administrative services for all its affiliates, namely, drivers, operators and owners. Our company has continuing training procedures in place which helps to ensure that our drivers are competent to provide the service. This requires an understanding by our drivers of the relevant Transport Legislation and of our policies and procedures as set out in this Handbook.

It is the objective of Black & White Cabs to provide superior transportation services in relation to the Standard Taxis, Business Class, Maxi Cabs and People Movers, which make up our Fleet. That is, to provide taxi services from and to unique destinations throughout the state with the maximum of safety and comfort and at an acceptable cost to our customers. Black & White Cabs seeks to achieve this in a manner which favourably differentiates our service from that of its competitors.

### 1.5 HOW CAN YOU HELP BLACK & WHITE CABS

The following are some of the ways in which operators and drivers can help Black & White Cabs and its affiliates.

#### Market our business constantly

Operators and drivers must be aware of the customer service aspects which are dealt with throughout this Handbook. If operators and drivers provide a superior service, there will be long term benefits for all. Be alert to the possibilities of promoting Black & White Cabs. Tell our customers to visit our website: [www.blackandwhitecabs.com.au](http://www.blackandwhitecabs.com.au)

Leads can be forwarded by you direct to the sales team using [this link](#).

#### Personal details

Black & White Cabs is required to maintain databases of affiliated drivers and operators. Black & White Cabs and Point to Point Commission NSW must be notified of any change of name, address or telephone number within ten (10) working days. This is a requirement of the Transport Legislation. Details can be updated by hitting the link [here](#).

#### Let us know

Affiliates have every reason to be proud of the long tradition associated with Black & White Cabs. Any operators or drivers who are not satisfied with Black & White Cabs or the services it provides should let us know.

## 2.0 STARTING AS A NEW DRIVER

### 2.1 WELCOME TO THE FAMILY

In 2019, Black & White Cabs marked the celebration of reaching 100 years of providing the community with our services. With such a rich heritage and a fleet that has now expanded across Queensland, New South Wales, NSW, & Western Australia, we have continuously overcome the challenges we have faced and thrived in an ever-changing industry.

For drivers that are new to Black & White Cabs there are several benefits that come with driving with a company that has continually proven its industry leading position. Among these, our drivers have the flexibility of choosing their own hours to cater to their busy lifestyles, state of the art dispatch system as well as 24/7 monitoring and support from the Customer Service Centre, high income and career potential, and meeting a lot of great people.

Black & White Cabs values our drivers as an essential cog in the machine that is our company. We have a commitment to ongoing training for operators and drivers and will provide you with the tools you need to succeed. There is a clearly demonstrated career path for new drivers who become affiliated with Black & White Cabs. By affiliating with Black & White Cabs you can be assured that your future is safe and secure and together we can continue to provide exceptional service to our community for what we hope will be another 100 successful years!

## **2.2 CONTINUING TO HOLD AFFILIATION**

Drivers who meet the requirements for a Taxi Driver Accreditation (DA) for taxi services may hold the DA for a period of up to three years.

Under Point to Point Commission NSW Legislation holders of a DA must be aware of their responsibilities and be accountable for complying with appropriate standards. Non-compliance with these requirements may result in a fine or the suspension or cancellation of the DA by Point to Point Commission NSW.

In addition, Black & White Cabs imposes a separate disciplinary system so that if a driver breaches the policies and procedures, then he or she may be subject to penalties including the suspension or cancellation of access to the Communications System or a monetary penalty.

Black & White Cabs has the need to collect and provide data, statistics and information such as licence expiry dates, next of kin, current contact details etc. These details are important in allowing staff to service inquiries in an efficient manner. To ensure this information is accurate, it is necessary for drivers to re-apply for affiliation from time to time. Hence, the company regularly collects and provides information that is categorised as “personal information” under The Privacy Act 1988. By affiliating with Black & White Cabs, affiliated persons consent to the use of the personal information provided in accordance with the company’s [privacy policy](#) which is compliant with The Privacy Act 1988.

Driver Affiliation forms are available from Black & White Cabs, 2/89 Gow St, Padstow, NSW 2211

## **2.3 EMPLOYMENT OPPORTUNITIES**

Newly affiliated drivers can find employment opportunities on either the Black & White Cabs Website or by asking for assistance from the team in the Melbourne office. Black & White Cabs will work with new drivers to find an operator best suited to their needs.

There are a number of useful tips for drivers that are new to the taxi industry or to Black & White Cabs. As taxi drivers represent the face of the company in the eyes of the public it is imperative drivers endeavour to be courteous, polite, and helpful to customers and aim to provide exceptional customer service on every fare.

Drivers can complete two job types when on a shift – hail/rank or booked hire. Hail/rank are unbooked jobs picked up in the public while booked hire jobs are specifically requested by the customer and put into the dispatch system.

## **2.4 DRIVER’S TOOLS OF THE TRADE**

The following documentation must also be carried in the vehicle at all times as a mandatory requirement under the Transport Legislation:

- Drivers must have their Drivers Licence and DA with them at all times whilst working.
- An authorised Black and White Cabs driver’s ID Display Card displayed in a prominent position in the vehicle where it can be clearly seen by the customers

When driving a taxi, it is recommended that drivers carry:

- the MTI Driver App Handbook

- the contact information of their operator
- a pen and paper
- all relevant docket books including emergency dockets and restricted use slips
- spare Cabcharge EFTPOS receipt rolls
- a change dispenser with sufficient change for the shift
- pay-in sheets (if applicable)
- a torch
- rank sheets
- a manual imprinter

## 2.5 DRIVER HEALTH & SAFETY

The cab you are driving is a place of work and by such standards that are set in a ‘normal’ workplace are expected to be met by those driving and operating the cab. Federal Legislation mandates that every worker should expect to go home to their families free from any workplace trauma, anxiety or near miss situations.

BWC has developed a [Driver Fatigue Management Policy](#) that has been developed with Australian best practice in mind; the policy has been strenuously reviewed and tested throughout the company including by Senior Management, Staff, our Operator’s Committee, our Road and Rank Supervisors and has been reviewed by many in our fleet.

Of course, Driver Fatigue is not the only workplace matter that needs to be recognised by our Drivers and Operators; equally importantly are the following areas that all contribute to a healthier lifestyle:

### [Hand Washing for Hygiene](#)

A taxi driver’s day involves meeting and transporting many people from our community. A quick and easy way to ensure you always have clean hands is to carry a travel bottle of hand sanitizer and use it frequently during the day and certainly before you eat.

### [Healthy Eating \[Get Healthy at Work\]\(#\)](#)

Relatively easy and convenient access to what is known as “junk food” is a cab driver’s worst possible outcome when it comes to food choice. When our drivers are seated for most of their shift, combining a poor diet always leads to weight gain which then contributes to poor health outcomes. Remember to always drink plenty of water during the day especially in our warm summers.

### [Always Apply Sunscreen \[Workplace and Sun Protection\]\(#\)](#)

A taxi driver can be picked out in a gathering because their right arm will always be more sun tanned than their left arm. Remember to always apply sunscreen before the start of a shift and re-apply during the day if required.

### [Colds and the Flu \[Colds and Flu Facts\]\(#\)](#)

Our drivers come in contact with hundreds of people a day the last thing you need is to pick up a cold or worse a bout of the flu. Consider getting a flu injection each year is a good way to make sure you stay fit and healthy during flu season.

## 3.0 CUSTOMER SERVICE

### 3.1 BLACK & WHITE CABS – CODE OF CUSTOMER SERVICE

Please click below to read the Black & White Cabs Code of Customer Service for both operators and drivers. It summarises your responsibilities in regard to regulations and Black & White Cabs policies.

Black & White Cabs, [Code of Customer Service](#) can be found here.



### 3.2 RIGHTS & RESPONSIBILITIES OF PASSENGERS AND DRIVERS

<p><b>Passenger Responsibilities</b> Passengers must:</p> <ul style="list-style-type: none"> <li>• Pay the correct fare (including any tolls or fees for booking, vehicle access and soiling)</li> <li>• Wear a seatbelt and make sure children are properly restrained</li> <li>• Behave well and not cause disturbance or nuisance while travelling</li> <li>• Not eat, drink or smoke inside the taxi</li> <li>• Not wilfully or unlawfully damage, deface or interfere with the taxi or its service equipment</li> <li>• Not ask the driver to speed or break any road rules or laws.</li> </ul>	<p><b>Passenger Rights</b> A taxi passenger has the right to:</p> <ul style="list-style-type: none"> <li>• Choose the route to their destination</li> <li>• Refuse multiple hiring or share riding</li> <li>• Request a fare estimate</li> <li>• Be charged the correct fare (including flagfall, tolls and fees) and receive the correct change</li> <li>• Be charged according to the maximum taxi fares and not be charged a booking fee if a taxi was hailed or entered a taxi waiting at a rank</li> <li>• Travel in a vehicle that is safe and comfortable</li> <li>• Be given an itemised receipt if you request it</li> <li>• Ask for help to get into or out of the taxi</li> <li>• Ask for help to load and unload luggage if it is not unreasonably heavy</li> <li>• Travel with an assistance animal if needed</li> <li>• Use an accessible taxi if needed</li> <li>• Give feedback about the taxi service.</li> </ul>
<p><b>Taxi Driver Responsibilities</b> Taxi drivers must:</p> <ul style="list-style-type: none"> <li>• Be polite to the public and other road users</li> <li>• Give help to passengers getting in or out of the taxi</li> <li>• Help load and unload the passengers' luggage if it is not unreasonably heavy</li> <li>• Not drive while tired</li> <li>• Not be under the influence of a drug that affects driving ability, including medication</li> <li>• Have a blood alcohol level of zero</li> <li>• Not smoke in the taxi</li> <li>• Display their taxi driver authorisation</li> <li>• Be medically fit at all times when driving</li> <li>• If they can't complete the journey, arrange other suitable transport for the passengers</li> <li>• Turn the hail light on when they are available to hire.</li> </ul>	<p><b>Taxi Driver Rights</b> Taxi drivers have the right to:</p> <ul style="list-style-type: none"> <li>• Work in a safe environment and be treated with courtesy</li> <li>• Refuse to carry a passenger they believe may             <ul style="list-style-type: none"> <li>○ Not have enough money to pay the fare</li> <li>○ Cause a disturbance or nuisance</li> <li>○ Be a danger to the driver, other passengers or road users</li> </ul> </li> <li>• Ask for a deposit or an estimate of the fare before starting the trip if they believe a passenger may try not to pay the fare</li> <li>• Charge a cleaning or soiling fee if the passenger dirties the taxi</li> <li>• Refuse to carry animals that are not assistance animals needed for the passenger.</li> </ul>

#### Taxi Rights

When a taxi is hired, both the passenger and the driver have the right to fair and safe travel.

Transport for NSW – [Your rights and responsibilities in a taxi or hire vehicle](#)

### 3.3 ANTI DISCRIMINATION, ASSISTANCE ANIMALS, SEXUAL HARASSMENT & CUSTOMER PRIVACY

Black & White Cabs does not tolerate any form of discrimination, sexual harassment or vilification and offenders could be subject to legal action.

All Black & White Cabs' drivers are required to treat their passengers, other drivers and the general public with the utmost respect.

**DISCRIMINATION, SEXUAL HARASSMENT AND PUBLIC VILIFICATION** are governed in the respective jurisdictions by the legislation:

- Anti-Discrimination Act 1977 (NSW)
- Anti-Discrimination Act 1991 (QLD)
- Equal Opportunity Act 2010 (VIC)
- Equal Opportunity Act 1984 (WA)
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

Commonwealth laws and the state/territory laws generally overlap and prohibit the same type of discrimination. As both state/territory laws and Commonwealth laws apply, you must comply with both. The laws apply in slightly different ways and there are some gaps in the protection that is offered between different states and territories and at a Commonwealth level.

That aside, everyone has the right to freedom from discrimination and harassment. It is the policy of Black & White Cabs to support and uphold this right and to provide an environment which is safe for all passengers and drivers. They must also ensure that people who make complaints, or who are witnesses, are not victimised in any way.

Any reports of discrimination, harassment or vilification will be treated seriously and investigated promptly, confidentially and impartially. A written complaint is not required.

Disciplinary action will be taken against anyone who discriminates against, harasses or vilifies a passenger or driver. Discipline may involve a warning, counselling, a fine or penalty, or the termination of their affiliation with Black & White Cabs.

## **SEXUAL HARASSMENT**

Sexual harassment is any unwanted or unwelcome sexual behaviour where a reasonable person would have anticipated the possibility that the person harassed would feel offended, humiliated, or intimidated. It has nothing to do with mutual attraction or consensual behaviour. It can result from a single incident or a repeated pattern of behaviour. It is against the law during work hours, in the workplace itself and in any work-related context.

**Behaviour is considered to be sexual harassment when:**

- The person performing it has an intention of offending, humiliating, or intimidating another person; or
- A reasonable person would have anticipated the possibility that the person who was subjected to the conduct would be offended, humiliated or intimidated by the conduct.

## **Sexual harassment may involve:**

- Physical contact, patting, pinching, touching in a sexual way.
- Unnecessary familiarity such as deliberately brushing up against a person.
- Continued use of jokes containing sexual innuendos in an attempt to humiliate or embarrass another person.
- Intrusive inquiries into a person's private life or in reference to his or her sexuality or physical appearance (these may be verbal or written).
- Public display of offensive material, such as pictures, posters or computer graphics.
- Persistent staring or leering at a person or parts of his or her body.
- Persistent requests for dates which have been repeatedly rebuffed.
- Offensive phone calls.
- Offensive sexual gestures or remarks.
- Indecent exposure.
- Sexual demands or propositions.

## **ANTI-DISCRIMINATION**

In Australia, it is unlawful to treat someone less favourably because of an attribute.

Professional drivers are prohibited to discriminate or engage in any conduct which offends, humiliates, insults or ridicules a person on a range of attributes or characteristics.

Drivers are also prohibited from inciting hatred towards, serious contempt for, or ridicule of a person or group of persons on the grounds of a range of attributes. There are 16 attributes, some of which are defined in the Act:

- Age
- Breastfeeding
- Family responsibilities (responsibility to care for or support a child or other member of immediate family)
- Gender identity (a person identifies as a member of the opposite sex, or is of indeterminate sex and seeks to live as a member of a particular sex)
- Impairment (covers most physical and psychological conditions, and includes reliance on a guide, hearing, or assistance dog, wheelchair or other remedial device).
- Lawful sexual activity (a person's status as a lawfully employed sex worker, whether or not self-employed)
- Parental status (includes being a step-parent, adoptive parent, foster parent, or guardian)
- Political belief or activity
- Pregnancy
- Race (includes colour, descent, ethnic origin, and nationality or national origin)
- Relationship status (whether a person is single, married, married but separated, divorced, widowed, de facto partner, or civil partner)
- Religious belief or activity (includes not holding a religious belief, and not engaging in lawful religious activity)
- Sex
- Sexuality (heterosexuality, homosexuality or bisexuality)
- Trade union activity
- Association with, or relation to, a person identified on the basis of any of the above attributes

## **Discrimination is not limited to, but may involve:**

- Making offensive 'jokes' about another worker's racial or ethnic background, age, gender identity, sexual preference, disability or physical appearance.
- Expressing negative stereotypes about particular groups, for example, "Married women shouldn't be working".
- Judging someone on their political or religious beliefs rather than their work performance.

- Using selection processes based on irrelevant personal characteristics such as age, race or disability rather than on skills and merit.
- Undermining a person’s authority or work performance because you dislike one of their personal characteristics.

## **DISABILITY AWARENESS**

It is unlawful for transport providers to treat disabled people less favourably than those without a disability.

It is important that all taxi drivers recognize, understand and are responsive to the needs of people with disabilities. A good attitude and a positive experience can make all the difference.

As a professional driver you should always be there to give assistance when it is needed, especially when your passenger has special needs. Whatever vehicle you drive, be ready to give assistance when an older passenger, or one who has limited mobility, is getting into or out of your vehicle. Be patient and considerate. Always respect their wishes; disabled people want to retain their independence. If someone tells you they can manage, then let them, but be prepared to offer help if they appear to need it or ask for it.

Do your best to offer a courteous and smooth ride to those with special needs. Also, think about the everyday problems faced by people trying to manage with children, strollers, or shopping trolleys. Allow time for strollers to be stowed away securely and in the correct place. This will prevent them being thrown forward in the event of an incident.

### **It is illegal for Taxi Driver to:**

- Discriminate against people with disabilities; for example, by refusing to allow someone to board a vehicle simply because they have special needs.
- Treat people with disabilities less favourably; for example, by charging them more for a service.
- Fail to make a reasonable adjustment to the way they provide that service; for example, by ensuring that any ramp or lift is in working order.

### **What can you do to assist?**

- Ensure that all facilities such as lifts, ramps, etc are present and in working order before commencing your shift.
- Pull up as close to the kerb as possible – this will assist all passengers entering/exiting the taxi and help with loading/unloading luggage.
- Avoid sudden braking and acceleration.

### **When dealing with passengers who have disabilities remember:**

- Some passengers won’t be able to see or hear your vehicle approaching – be on the lookout for them.
- People with disabilities are not all the same, so don’t make assumptions or generalisations.
- To give passengers time to get seated and fit their seat belt before moving off.
- To avoid being patronizing.

### **Guide, hearing and assistance animals**

- A guide, hearing or assistance animal is specially trained to perform specific physical tasks to assist a person with a disability.
- Are legally permitted to accompany passengers on public transport, a guide, hearing or assistance animal must be certified, and have passed the public access test (PAT).
- Once certified, the owner must display the guide hearing and assistance dogs’ badge on the dog’s coat or harness.
- If a passenger tells you that the dog is an assistance dog but has no identification as outlined under the state act. They still have access rights under the DDA 1992.

A guide, hearing or assistance dog is not a pet or a 'companion' dog. When you meet a person with a guide, hearing or assistance dog, it's important to remember that the dog is working dog and even though it may appear that the dog is not performing a task they should be treated as a working dog. Most people are familiar with the guide dogs used by people with vision impairment however, there are many other dogs that assist people with a disability in their day-to-day activities, including dogs that:

- Alert people with a hearing impairment to a sound.
- Pull wheelchairs or carry and pick up items for people with mobility impairments.
- Help people with mobility impairments to balance.

Legislation states that every person who relies on a service or assistance animal has the right to access public places. Every taxi driver must accept assistance animals. Refusal to carry a guide dog or assistance animal is considered discrimination and will likely lead to possible legal action.

### **Visually Impaired**

- A visually impaired person will normally carrying a white stick, a long white cane or be accompanied by an assistant animal. Note: If the stick has a red ring or red and white checks painted on it, or the dog has a red and white harness, they also have impaired hearing.
- Remember, visually impaired people may depend on their local taxi service for mobility and independence.

### **Mobility Impaired**

- A mobility impaired passenger may have crutches, a walking frame, or any other walking aid. It is important to show consideration and understanding, whether they have special needs or not.
- Try to imagine what assistance you would like if you were in the position of a person with mobility difficulties.
- If your passenger is in a wheelchair a Wheelchair Accessible Maxi Taxi will be needed. Maxis are required to give priority to bookings by people who use wheelchairs but may be used to carry other passengers when not engaged with wheelchair bookings.
- Make sure that you are thoroughly trained in the safe use of wheelchair lifts, ramps and securing devices. If you drive a vehicle fitted with this equipment, never let untrained people operate it.

### **Hearing Impaired**

To improve communication with a hearing impaired passenger, try to look at the person when you speak to them. Doing this will help most hearing-impaired people to understand you.

### **Physical Disabilities**

Be aware of passengers who may be suffering from arthritis, stiff joints, artificial limbs or conditions such as multiple sclerosis which may cause them pain when seated in your taxi. As they may find it difficult to brace themselves against sharp movements or sudden stops it is important to consider this and drive smoothly and safely.

### **Learning Disabilities**

Passengers with learning disabilities may appear fit and active but can find taxi travel challenging. They may experience difficulty understanding what you are saying or being understood themselves. You will need to be patient and calm when dealing with these passengers as any unexpected problems can sometimes produce a sense of panic. With patience and understanding you can contribute towards their confidence and sense of achievement.

## **Parking Penalties**

Across Australia, parking offence is one of the more serious as far as penalties go, attracting both a hefty fine and demerit points.

## **PUBLIC VILIFICATION**

### **Vilification is illegal when it:**

- Happens in a public place; and
- encourages others to hate, abuse or strongly react against individuals or groups because of their race, religion, sexuality or gender identity.

Workplaces are considered public places. This means that any workplace communication, either verbal or written is considered Vilification if it incites hatred or abuse against individuals or groups because of their race, religion, sexuality or gender identity.

### **Some examples of public vilification are:**

- Racial or religious hate graffiti written on work toilet walls, or in company vehicles, which incites racial or religious hatred.
- Co-workers asking a transgender person what sex they are today, publicly abusing them, and trying to get others to do the same.
- Wearing of symbols, badges or clothing in the workplace, or in company vehicles, with slogans that incite racial or religious hatred.
- Abusing a person because of their race or religion in the workplace which encourages others to hate people of that race or religion.

### **What to do if you are discriminated against, harassed or vilified?**

Choose the course of action you feel most comfortable with, you can either contact Black & White Cabs for advice or to investigate or contact the Anti-Discrimination Commission as outlined below.

Name: Mr John Lobwein

Position: Chief Operating Officer

Location: Black & White Cabs, 2/89 Gow St, Padstow NSW 2211

Telephone: 02 8319 8216

All complaints will be treated seriously, and in accordance with the following process:

- Investigations of complaints will be conducted promptly and discreetly.
- Confidentiality will be maintained. The only people who will be made aware of the situation will be those whose involvement is necessary to resolve the complaint.
- No person will be victimised or otherwise disadvantaged as a result of bringing a complaint or acting as a witness for a complaint. Victimisation is against the law, and offenders will be open to legal action.
- Principles of natural justice will be maintained throughout any investigation using these procedures. Also, persons responsible for investigating and resolving complaints have a duty not to be affected by bias or conflict of interest and must act in a fair and impartial manner.

- The person who the complaint has been lodged against has the right to be informed of the allegations made against them and who has made them. Each party has the right to put forward their case, to be kept informed of the progress of the investigation and the outcome.
- The company will take disciplinary action against any employee who discriminates against, harasses, or vilifies another person at the company's premises or in a company vehicle or at any activity under the auspices of the company.

### **Make a complaint**

- You can make a complaint online at <https://www.humanrights.gov.au/complaints/make-complaint>. If you prefer, you can print off a complaint form, fill it in and post it your local Black & White Cabs office. You will not be disadvantaged in your employment conditions or opportunities as a result of lodging a complaint.
- The Commission will investigate the complaint and attempt to resolve it through conciliation. The aim is to resolve the matter in a confidential way that will be acceptable to both the complainant (the person who lodged the complaint) and the respondent (the person against whom the complaint has been lodged). A conciliation conference will usually be held. It is a private, informal meeting between the complainant and the respondent.
- The complainant may seek to have a representative or support person such as their solicitor, union representative, advocate or a family member to accompany them to the conference so that they can provide legal or moral support. This is usually allowed in consultation with the conciliator, who has the authority to decide who can participate in the conference. As a general rule, legal representation will be allowed unless the representative is so disruptive that their continued presence is not assisting with the process of conciliation.
- The aim of the conference is to allow the parties to the complaint to discuss the alleged discrimination or harassment in a non-threatening environment and to attempt to find a way of resolving the complaint which is satisfactory to the parties. The conciliator will not decide the guilt or innocence nor impose a settlement.
- If at the end of the conference an agreement has been reached between the parties to settle the complaint, the Commission can prepare a written Conciliation Agreement that details the terms of the settlement. This agreement is filed with the Anti-Discrimination Tribunal and is legally enforceable through the Court system.
- If a complaint fails to resolve, either the complainant or the respondent can request the Commission to refer it to the Tribunal for hearing. The Tribunal is not bound by the rules of evidence and hearings are held in public unless the Tribunal otherwise directs.
- Tribunal decisions are binding and enforceable like any other Court Order. Appeals may be made to the Supreme Court on points of law.

For further information please refer to the [AHRC Quick Guide to Australian discrimination laws](#).

### **3.4 MISUSE OF CUSTOMER PHONE ACCESS**

Drivers are reminded to not abuse customer information including using their telephone number (if provided on a job) to make contact in future. The B&W Policy for this can be found [here](#).

### **3.5 DEALING WITH DIFFICULT CUSTOMERS & PROVIDING CUSTOMER SERVICE**

Providing exceptional customer service is a critical part of being a taxi driver. Your customers should always see you as a helpful, friendly, attentive taxi driver, responsive to their needs, while being confident and positive. Research shows that customers will form their first impression of you and the business within the first 3 to 4 seconds of coming into contact.

The customer has a right to expect the following from their Taxi Driver:

- A professional, courteous and prompt service;
- Service of a consistently high standard and quality;
- Reasonable assistance when required
- A fair price for the service

Customer care is not just about driving a passenger from A to B, it's about the way you look after your passenger which includes:

- Being well-presented and having a clean car;
- Greeting the customer;
- Establishing the destination and most appropriate route including tolls;
- Driving in a safe manner; and
- Communicating with the customer in an appropriate manner.

Please click the following link for a full outline on dealing with difficult customers and [providing customer service](#).

### **3.6 USE OF MOBILE PHONES BY DRIVER**

To keep yourself and other road users safe your full attention is needed when driving. Driving while using a mobile phone held in your hand is illegal—even if you are stopped in traffic. This means you cannot:

- Hold the phone next to or near your ear with your hand;
- Write, send or read a text message;
- Turn your phone on or off
- Operate any other function on your phone.

For the fact sheet on Driving and Mobile Phones including the penalties that can arise from doing so please visit this [link](#)

Further to the information provided by Transport for NSW, Black & White Cabs handle many complaints about drivers being on the phone while they have passengers on board. Therefore, Black & White Cabs have set a policy that no driver is to be on their phone, even on a hands-free device while the driver has customers on board. While a customer is in the vehicle, the driver's number one priority is to deliver the customer safely to their destination. Drivers who are reported to be having a hands-free phone conversation while a customer is in the vehicle will be disciplined appropriately.

The B&W policy can be found here – [Driver Infringement and Penalties Policy](#).

### **3.7 COMPLIMENTS AND COMPLAINTS**

Complaint management is the process of how organisations handle, manage, respond to and report customer complaints and feedback. Systems are put into place to track and trend the data that is captured by complaint management processes.

Black & White Cabs have complaints management systems (CMS) in place with a view to utilising the data received from complaints to improve policies, procedures and training methods.

Black & White Cabs frequently receives complimentary feedback from members of the public. This feedback is passed on to the individual drivers and to the rest of the fleet.

Although the company normally receives feedback directly from customers, drivers or operators may also receive feedback from customers and it is important that it is passed on to the Fleet Operations staff as soon as possible by phone or email.

For a copy of Black & White Cabs full Complaint Management Policy please refer to the following link: [Complaints Management Policy](#).

### **3.8 LOST PROPERTY**

Each week lost items are handed in by honest taxi drivers in the hope that their rightful owners will be tracked down.

While wallets and mobile phones can quite easily be returned, other items such keys and clothing are more difficult to reunite with owners as they come without any formal identification. If you find goods or money, you can't keep them. In fact, police may charge you for keeping goods or money you've found if you don't hand it in. After three months, if the owners have not been found, the lost property is sent to charity.



Dealing with a lost property report can be time consuming. Lost property frequently results in complaints about drivers. Most of these complaints could be avoided if some simple procedures were followed. Drivers and operators must be aware of their obligations with regard to lost property:

- ask customers if they have all of their belongings when they are vacating the taxi
- check the vehicle after each hiring. If an item is found, it can be handed back immediately
- if an item of lost property is found, it must be reported to Black & White Cabs immediately via Query or Driver Enquires line
- where possible, the driver must return the item to the customer. Drivers are entitled to be paid for returning lost property to the owner by use of metered fare only
- if a customer contacts the driver directly and requests the return of lost property, the customer must be advised of any charges applicable
- any items not returned to the customer must be delivered within 48 hours to lost property at Black & White Cabs headquarters, 11 Dryandra Rd, Brisbane Airport during office hours
- if the property is not returned to the customer or to Black & White Cabs in a timely manner then the driver risks the possibility of criminal prosecution.

Black & White Cabs Lost Property Department logs all lost property reports from customers. When an item is handed into Black & White Cabs headquarters it is matched with a lost report and returned to customer. From time to time a driver may receive a lost property message on their screen asking if they have found an item. This is to be answered honestly and in a timely manner. If a message has been sent and a driver has found the item, they will need to contact Black & White Cabs or customer as soon as possible.

Remember: what seems like trash to one person, may be treasure to someone else.

To report lost property, customers should be directed to complete the Lost Property form on our website that can be found [here](#).

## 4.0 DRIVER IN-CAB SECURITY SYSTEMS

### 4.1 SECURITY CAMERA SYSTEM

It's illegal to use a commercial passenger vehicle to provide unbooked services (those hailed or from rank) in Melbourne metropolitan and urban and large regional zones if it doesn't have an approved Security Camera System that is fully functional. For a full list of approved cameras and for more information [please click here](#).

Taxicomms' TaxicamHD is Black & White Cabs preferred camera, for more information on the TaxicamHD please see the following documents - [TaxicammHD](#).

**Note: The following instructions are around the use of the TaxicamHD camera system. If you have one of the other approved cameras on the P2P bulletin above, please ensure you obtain full user instructions from your camera provider.**

The Taxi Security Camera System (SECURITY CAMERA SYSTEM) has been installed into most NSW taxis and all taxis affiliated with Black & White Cabs in Sydney to increase customer and driver security. To continue receiving the benefits of such an initiative, the operation and maintenance of taxi security cameras is critical. The operation and maintenance of taxi security cameras is an essential requirement and is the operators' responsibility. The Status Light, which is located next to the "Comfort Switch", is used to identify the operational status of the SECURITY CAMERA SYSTEM. This is an extremely important indicator light as it is the key initial fault identification indicator. Report any malfunctions immediately.

### How do I tell if my camera is working?

The camera has a comfort button and Status LED box which is located on the right side of the steering wheel.

The camera is working properly and recording when both the power and recording LED lights are lit **GREEN**.

When the camera is asleep the LEDs will not be lit. It will take up to 30 seconds for this to become lit after the vehicle ignition is turned on.

If no LEDs are lit, try shielding the box with your hand as the GREEN Is fades in sun light. Otherwise, the power may be disconnected.

If the Error LED is Lit **RED** or the Record LED is **AMBER** a fault may have occurred — **report this immediately**.

P2P deems the Security Camera System is NOT fully operational if the Status Light display is:

- blinking red
- Amber LED on record
- not illuminated (no light)
- not showing a green LED after 30 seconds after the ignition is turned on

A basic systems test can be conducted by turning the ignition on, resulting in the status light displaying a POWER GREEN signal, then after 30 seconds a RECORD GREEN LED. Should the result be anything other than a green power and record, then a system fault is likely and service inspection by an authorised repairer is required as a matter of priority.

The Status Light display should be observed prior to the commencement of each shift and periodically throughout the shift.

### Use of the Security Camera System

The system works continually by taking images every 10 seconds and storing these images in the standard memory of the camera. Images are also captured when the taximeter is activated, a door is opened or when the brake is used. These images are only stored for approximately 40 hours before they are progressively overwritten. When the motor is switched off for 10 minutes, the system goes into sleep mode until it is triggered again.

Drivers can activate the camera by pressing the Camera System Comfort Switch if they believe that their safety or the safety of others is at risk, or when they believe a crime may have been committed, such as fare evasion. When the M13 alarm is triggered, the camera takes images at a faster rate. The Security Camera System also tags images taken around activation. The images are overwritten after 168 hours.

When an incident occurs, it is important that the driver arranges to have the images downloaded as soon as possible to ensure they are not overwritten. Importantly, the camera does not require resetting after an accidental duress alarm, as it is equipped with an automatic reset function.

### Camera Download



The recovery of images from the Security Camera System is restricted to protect the privacy of the public. If a driver requires the images to be downloaded, they must report the incident to Point to Point or NSW Police and obtain an event number which will authorise images can be downloaded by an authorised officer. Once the authorisation has been given, the driver must present the vehicle to an authorised download station. This [Fact Sheet](#) has further information.

## **Roles And Responsibilities**

### Drivers

In driving a taxi fitted with a Security Camera System it is the driver's responsibility to:

- be competent in the operation of the Security Camera System, and request additional training if required
- know how to arrange for the download of images following an incident
- ensure that the system is operating correctly before commencing a shift (as shown by the System indicators), and regularly check that it continues to operate correctly during the shift
- not drive the taxi if the Security Camera System is malfunctioning in any way (i.e., not take any fares until it is repaired), unless the operator has given written notice to the Director-General or delegates that the Security Camera System is not operational and the driver carries a copy of this notice. (Refer to S85 of the Regulations)
- not drive the taxi unless there are approved Security Camera System signs fitted to each door of the taxi and in a conspicuous place inside the taxi that allows the passengers of the taxi to readily see the sign and be aware that they will be photographed
- operate the system in accordance with the Supplier's instructions
- report any malfunctions to the operator or Taxi Company immediately
- report all security related incidents immediately if it is safe to do so
- only request a download of images following a Less Serious or Serious Incident
- comply with the instructions of the operator, Taxi Company or QPS in respect of the download of images from the system following an incident.

### Operator

Where the operator operates a taxi fitted with a Security Camera System, it is the operator's responsibility to:

- ensure that the taxi is fitted with only a Security Camera System that meets the Specifications
- maintain the Security Camera System in a fully operational condition at all times
- not allow the taxi to be driven if the Security Camera System is malfunctioning in any way (i.e., not take any fares until it is repaired), unless the taxi licence holder or operator has given written notice to the Director-General or delegates that the Security Camera System is not operational and the driver carries a copy of this notice (refer to S85 of the Regulations. Appendix A)
- make arrangements for the download of images, as well as the servicing and repair of a Security Camera System in accordance with these guidelines, and make such arrangements known to all drivers of taxis operated by them
- ensure that an approved Security Camera System sign is fitted to each door of the taxi and in a conspicuous place inside the taxi that allows the passengers of the taxi to readily see the sign and be aware they will be photographed
- arrange training for drivers in the use of the Security Camera System
- ensure all drivers are competent in the operation of the Security Camera System, and provide additional training to drivers if required or requested
- maintain a register of drivers trained on the Security Camera System in the operator's taxi(s) and confirm each as competent
- develop and implement any additional procedures to facilitate compliance with these guidelines and the Transport Legislation.

## **Providing Notice of a Fault**

The operator may give written notice to TMR stating that  the Security Camera System is not or will not be fully operational during the notice period because it is undergoing maintenance or being repaired.

Neither the operator nor the driver commits an offence by driving the taxi without a fully operational approved SECURITY CAMERA SYSTEM during the notice period. The notice period cannot be more than 4 days. Should repairs not be completed within the 4 day period, a further written notice is to be lodged to cover each subsequent 4 day period. A copy of the written notice given to TMR is to be kept in the taxi during the notice period. An approved “Fault Notification” form is available from the TMR website.

The information contained in this section has been produced as a guide to assist in the understanding of legislation and policy for the Security Camera System. It is an interpretation of the relevant Acts and Regulations and should not be used as a reference to a point of law.


#### **4.2 ALERT TO CALL CENTRE – DRIVER IN POSSIBLE DANGER (CODE M12)**

M12 is the code used for a low level alert when a driver has concerns about the customers but is not in immediate danger. Activating the M12 is done on the MTI System by pressing My Trips > Trip Issues > M12. The Query Operator will contact the driver and ask questions designed to ascertain the driver’s location and destination, in addition to letting the customers know that the situation is being monitored without the customer being aware the M12 alert has been activated.

#### **4.3 HIGH ALERT SWITCH – DRIVER IN DANGER (CODE M13)**

M13 is a high level alert, activated by using the alarm switch on the steering column. It is important that the driver check the location of this alarm switch in the taxi. Testing that the alarm switch is operative should be done at the beginning of each shift on the MTI System by following the instructions outlined later in this section.

##### **The M13 Alarm Switch**

If an emergency situation arises, activate the M13 by pushing the alarm switch on the steering column for 3 seconds. If you are using MTI Driver App press and hold the **caution icon** () in the top right corner of the tablet for 3 seconds. After activating the alarm switch, remain calm and keep talking. The Query Operator will be listening, so the driver should give clues to the current location and destination mixed into normal conversation so the customer does not become suspicious. For example, “Would you like me to turn right into Racecourse Road? That would be the quickest route to Ascot Pharmacy”. The Query Operator will then understand that you are currently in Hamilton heading toward Racecourse Road.

There are a number of points to remember:

- when the alarm switch is activated, the Query Operator is alerted and will have the ability to listen to what is happening in the taxi
- all conversation in the taxi will be recorded on tape for replay (if necessary)
- the dispatch system is able to track the taxi and give its location
- messages sent to the rest of the fleet to assist the driver will not be shown on the driver’s screen
- the Query Operator will take appropriate action and arrange police or other assistance (including other taxis)

Be aware of the location of police stations and those that operate for 24 hours per day. Refer to section 9.1 for a list of 24-Hour Police Stations for the nearest police station to your location

Remember, the driver must be in a radio coverage area for the system to work correctly.

The Query Operator will not sign off an M13 emergency until they are absolutely certain that the driver is out of danger. The M13 alarm switch is only to be used if the driver is in imminent danger and requires immediate assistance.

##### **M13 (Alarm), Camera Duress and Green Distress Light Activation**

A single momentary action push button activates the M13 Alarm, Camera Duress and Green Distress Light. This alarm switch is located on the lower right hand side of the Steering Wheel Column.



**M13 Switch**



**Distress (Green) Light Indicator**



**Distress (Green) Light Reset Switch**

The M13 Alarm switch operates in the following manner:

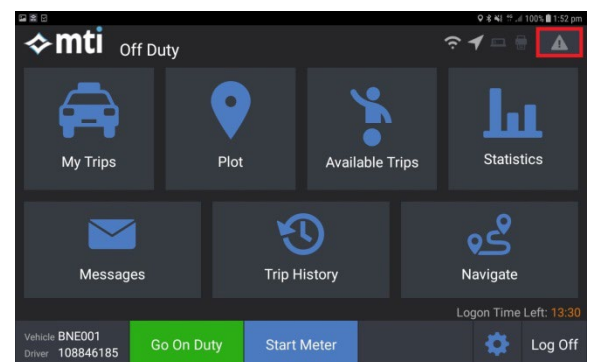
- momentarily pushing the M13 Alarm push button will activate the Green Distress Light only
- pushing and holding the M13 Alarm push button for 3 seconds will activate the M13 Alarm and Green Distress Light
- the M13 Alarm may also be activated by pressing the 'red' key on the MTData Remote Keypad for 3 seconds. The Green Distress Light **will not** activate in this instance. This M13 Alarm activation is designed for use outside the car only and the Remote Keypad must be in range (approximately 20 meters of the taxi).

A green indicator light is located on the dash on the right hand side of the steering wheel to alert the driver that the Green Distress Light is activated.

The Green Distress Light can only be reset using the reset push button switch, usually located under the bonnet of the vehicle on the right hand side near the fire wall or on the left hand side near the fire wall or on the front grill. The location of the reset switch may differ for hybrids and Maxi Cabs and drivers should check the location with the operator.

### Activation Of M13 Alarm in MTI Driver App

Press and hold the **caution icon** in the top right corner of the tablet (shown right) for three (3) seconds.



### Testing The M13 Alarm Switch

In MTData navigate to the Alarm Test Page:

1. From the main menu press next – Tools – System Status then Alarm Test. The Display should show “Alarm Off”.
2. Push the M13 Alarm push button and the display should show “Alarm On”.
3. Release the M13 Alarm Switch and the display should show “Alarm Off”.

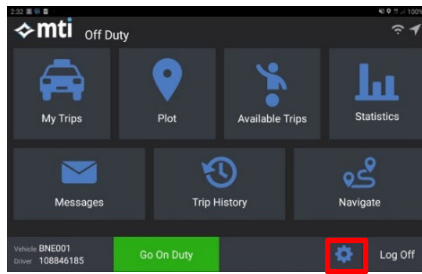
Pushing the M13 Alarm Switch in the Alarm Test page will not activate the M13 Alarm. However, the Green Distress Light will activate. This will cancel the camera duress. The Green Distress Light may be reset by pressing the reset button under the bonnet.

### Testing M13 Alarm in MTI Driver App

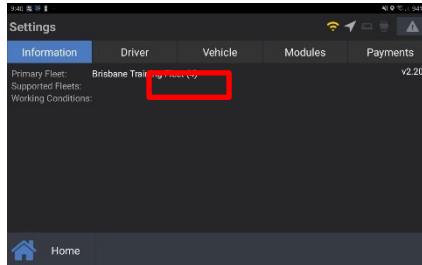
To test if the alarm is working, you can activate the alarm without alerting base.

To do this, follow the below instructions:

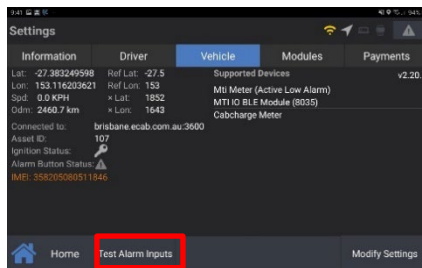
Tap Settings in the bottom right corner



Then Select the “Vehicle” tab at the top of the screen



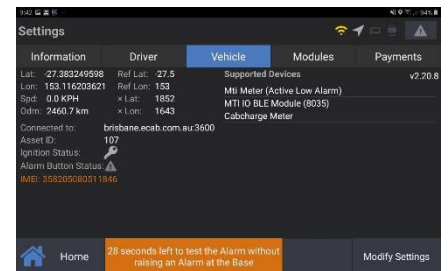
And finally tap “Test Alarm Inputs” at the bottom of the screen



You will then see an orange window that Alarm without raising an alarm at the base”. be activated without notifying base. Once you see the orange box, a 30 second timer will start and you’ll have 30 seconds to test the alarm process in the vehicle.

says, “30 seconds left to test the This means that the tablet alarm can be activated without notifying base. Once you see the orange box, a 30 second timer will start and you’ll have 30 seconds to test the alarm process in the vehicle.

It is vitally important to Black & White Cabs that the Emergency Alarm in every taxi is operational and the driver is aware of how to activate it. Therefore, it is essential that the Emergency Alarm be tested regularly. Include a test of the emergency system in the daily pre-shift procedures. The driver will also be contacted periodically by the Query Operator to conduct a test of the Emergency Alarm. If the driver is unable to successfully complete the test, he will be immediately suspended from the System until training is successfully completed. Similarly, **f there is a technical issue** that is preventing the Emergency Alarm from activating, the vehicle will be suspended until the fault has been rectified.



For further training or assistance on the operation of the Emergency System, please contact Black & White Cabs.

#### 4.4 AVOIDING AN EMERGENCY SITUATION

While the emergency systems in the vehicle are for the safety and protection of the driver, there are some things the driver can do to help reduce the risk of having to use them. One of the main causes of arguments and violence between customers and drivers can actually be the driver’s attitude. How you behave can affect the passenger so it is important to avoid conflict and be prepared.

At the start of the shift, a driver should:

- Inspect the vehicle to ensure all the safety equipment, including the security cameras and alarm system, is working
- Know where the local police station and other emergency services are located



- Know what to do in case of an assault, robbery or fare evasion
- Know how to handle difficult and aggressive customers without getting angry
- Be well rested, alert and aware of the surroundings
- Be focussed on providing excellent customer service to the customers.

Please refer to the following link for [further points and information](#).

## 5.0 FARES – CHARGES AND PROCEDURES

### 5.1 THE TAXIMETER

Section 14 of the Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017 outlines the requirements of a **fare calculation device**. The full requirements are listed below:

#### **14 Fare calculation devices—taxis**

- (1) *A taxi that plies or stands for hire on a road or road related area must be fitted with a fare calculation device that complies with this clause.*
- (2) *All fares and other figures displayed on the fare calculation device must be clearly visible at all times to all persons in the taxi, whether on the device itself or by means of an auxiliary device.*
- (3) *The fare calculation device must be resistant to tampering and vandalism and must be in working order.*
- (4) *The fare calculation device must be—*
  - (a) *securely fixed to the taxi, or*
  - (b) *secured in a mounting that is commercially designed and manufactured for that purpose and is fixed to the taxi in the manner intended by the manufacturer.*
- (5) *The fare calculation device must not be located in any position, or installed in any way, in which it is likely to cause injury to the driver or any passenger during normal operation of the taxi or in the event of severe acceleration or deceleration.*
- (6) *The fare calculation device must—*
  - (a) *display the fare, including any additional fees, charges or tolls, in numerals, in Australian dollars, and*
  - (b) *be capable of accurately calculating the fare at all times when the taxi is being used as a taxi, and*
  - (c) *be calibrated so that it determines the fare in accordance with the authorised fares.*
- (7) *This safety standard is specified for the following—*
  - (a) *the provider of a taxi service (other than an affiliated service), if the taxi is used to provide the taxi service,*
  - (b) *the facilitator of an affiliated service and the affiliated provider, if the taxi is used to provide the affiliated service,*
  - (c) *the holder of the taxi licence for the taxi.*
- (8) *A person is not required to comply with the safety standard specified by this clause for a fare calculation device until 12 months after the commencement of this clause if the fare calculation device complies with the requirements applicable to the device under the Passenger Transport Regulation 2007 immediately before the commencement of this clause.*

[Fare Calculation Devices - NSW.](#)

### 5.2 LEGISLATED TAXIMETER CHARGES (RANK & HAIL)

Maximum fares for all unbooked services in NSW are set by Transport for NSW.

Maximum fares apply to passengers of booked hire services provided in taxis that are:

- Rank or hail

- Taxi Subsidy Scheme (TTSS)

Maximum fares do not apply for all other personalised transport services that are booked including for Wheelchair Taxis that are not part of the [TTSS scheme](#).

For more reading, [follow this link](#) or [this one](#).

## **Booked Journeys**

All point to point transport booking service providers must provide you with an upfront fare estimate before your journey begins. This will make it easier for you to shop around to get a good service that suits you.

A booking service provider may provide the fare estimate based on:

- the distance of the trip
- the time the trip is likely to take
- a set amount that will be charged for the journey
- or a combination of means such as rates per time and distance.

Fare estimates must also include information about how the fare may be varied in relation to the amount and how the variation is calculated.

The trip cannot start until you have agreed on the estimated fare.

## **5.3 TOLLS**

NSW has a number of major toll roads, bridges and tunnels. Ask the customer before taking a toll road. Remember, the route is the customer's choice.

All toll charges are payable by the passenger.

All taxi drivers should have an electronic tag (e-tag) and ensure that sufficient funds are on their e-tag account at all times.

### **Communication and Transparency for Tolls**

The latest taximeters will automatically add the toll or access fee to the fare via GPS coordinates. The taximeter displays the toll or access fee amount at the time it has been incurred and adds these amounts to the total fare that is displayed on the taximeter at the end of the journey. The total tollage (including access fees) is shown as a separate item on the receipt. These toll amounts are updated by the meter whenever there is a toll increase.

For a current list of toll pricing and locations please visit [Toll Calculator](#).

## **5.4 FARE DEPOSITS (UP FRONT CHARGING)**

Prior to commencement of the hiring, taxi drivers have the right to ask any customer to pay an estimated fare or a deposit up to the estimated fare amount. An estimate of how much the fare will cost at the start of the trip can be obtained from the Black & White Cabs website [www.blackandwhitecabs.com.au](http://www.blackandwhitecabs.com.au) or via the radio in your vehicle.

Drivers should exercise extreme care when requesting fare deposits. This can lead to conflict with customers, particularly late at night or early in the morning. The driver should issue a receipt for the deposit or estimated fare before the hiring starts.

Note: The estimate is not a negotiated amount and the deposit does not represent an agreed amount for the trip. If the final taximeter reading plus any tolls or airport fees (the total taxi fare) is less than the prepaid deposit, the driver must then refund the difference to the customer. If the total taxi fare is more than the prepaid deposit, then the customer must pay the balance to the driver.

For a full list of customer and taxi driver rights please refer to [this link](#).

## **5.5 INFORMATION MADE AVAILABLE TO THE HIRER**



## Fares for Booked Services

Fares for booked services (including booked taxi services) are not regulated, other than trips using the Taxi Transport Subsidy Scheme. This allows booking service providers to be flexible in their pricing in a number of ways that can benefit the customer and provides the opportunity to compare fares between different service providers. Issues concerning fares should be taken up with your service provider in the first instance.

If unresolved customers can make a complaint to the Commissioner through our online feedback form or contact the Industry Information Centre by calling 131 727. Your safety is our priority.

## Get an Upfront Fare Estimate

All point to point transport booking service providers must provide you with an upfront fare estimate before your journey begins.

A booking service provider may provide the fare estimate based on:

- the distance of the trip
- the time the trip is likely to take
- a set amount that will be charged for the journey
- or a combination of means such as rates per time and distance.

Fare estimates must also include information about how the fare may be varied in relation to the amount and how the variation is calculated.

The trip cannot start until you have agreed on the estimated fare.

## How to Obtain a Fare Estimate from Black & White Cabs

Black & White Cabs offers a number of ways to book a taxi and a fare estimate can be obtained via any of the methods. If calling 133 222, the telephonist will supply a quotation if asked. The App and Website both offer customers an estimated price when bookings. Customer can also lock in a Fixed Price in many circumstances.

## NSW Fare Charges

Fare prices are displayed on all Black & White Cabs (NSW) taxis. Further to this, customers can locate taxi fare charges, toll pricing and Sydney Airport fare charging by following this [link](#).

The link to the Transport for NSW website also includes details about Cleaning fees, which are currently capped at \$120 (as at 30 June 2022).

## 5.6 EFTPOS & TTSS PAYMENT TERMINALS

From time to time Black & White Cabs will partner with a terminal provider to enable taxis to process payments in-vehicle. Currently TfNSW deals with Cabcharge. The Cabcharge EFTPOS terminal is the smartcard reader required for the NSW government's Taxi Subsidy Scheme (TTSS). For this reason, every taxi must be fitted with a Cabcharge EFTPOS terminal. The printer allows customers to receive a record of all fare transactions. The customer receipt includes the taxi number, the radio network and the time of trip for subsequent reference. For example, this assists in the tracking of lost property. The receipt also provides a detailed printout of drivers' shift reports.

Cabcharge provide a wide range of training videos. For training videos please visit the [Cabcharge Driver's guide](#).

## 5.7 EFTPOS TRANSACTIONS

EFTPOS is a safe, useful and easy way to make transactions when providing customers with taxi services.

At the start of the shift, drivers must logon to the provided EFTPOS system and provide their ABN details before any fares are taken. This is important as otherwise delays may occur, depending on the system demand and the reception available at the time.

It is important drivers ensure the EFTPOS system is not processing a request at the time they start or stop the engine. This could cause an interruption in the process and may lead to the loss of vital information at the end of the shift. Drivers are required to follow the instructions on the EFTPOS terminal screen. Drivers are not to press any buttons while the transaction is being processed as this could cause the transaction to be double charged, which would then create an annoyance and inconvenience to the customer.

If the driver hears any beeps or alarms coming from the EFTPOS system in their taxi, they may need to have it checked by an authorised technician or by their operator.

## **5.8 CREDIT AND CHARGE CARDS ACCEPTED**

The following credit and charge cards are acceptable and must be used only through the EFTPOS system (unless the EFTPOS system/equipment is inoperative):

- American Express
- Diners Club
- Motorpass
- Motorcharge
- UnionPay
- Mastercard
- Visa
- Cabcharge
- Bank Debit Cards

## **5.9 DEBIT CARDS (EFTPOS)**

Debit cards are linked to a savings or cheque account. Please note the following information regarding debit cards:

- debit cards have a daily withdrawal limit which is determined by the financial institution
- there is no minimum fare limit
- no cash withdrawals are to be given
- debit cards must only be used through the Cabcharge EFTPOS electronic terminal and never to be used in the imprinter
- all drivers must ensure that the internal decal, advising customers that a 5% service fee applies, must be prominently displayed on the left hand side of the windscreen.
- All fares \$82.50 and over require the driver's ABN to be included on the docket.

## **5.10 DOCKETS – BLACK & WHITE CABS**

To help with processing of dockets correctly please ensure job numbers are placed on all dockets. It is the responsibility of all drivers to fill out their dockets at time of job.

Dockets should be lodged or cashed every month within the cut-off period which all operators should have a list of appropriate close off dates.

If dockets are lodged within this period they will be credited to the operators' Black & White Cabs account at month's end.

If dockets are cashed they will incur a 1.5% factoring fee on total of all dockets.

If operators have any queries concerning dockets please refer to Fleet Services on 07 3860 1845.

For docket examples and instructions for what docket to use please see section 9.3 Docket Examples.

### 5.11 TAXI SUBSIDY SCHEME (TTSS)

The Taxi Subsidy Scheme (TTSS) is a NSW government program that improves the mobility and quality of life for NSW resident with a disability by providing access to affordable taxi transport. Specific benefits of the scheme are:

- a subsidy of half the total taxi fare to a maximum subsidy of \$60, paid by the NSW government
- access to subsidised taxi travel in other Australian states and territories that is (then) paid by the NSW government

A driver of a taxi providing a taxi service must ensure that when a taxi subsidy scheme member presents their membership card for a journey, they:

- a) Insert the card into the approved card reader to validate the currency of the membership card and facilitate the payment under the scheme; and
- b) Sight the response from the approved card reader.

If the approved card reader is not working properly or not working at all, the driver must use a manual card reader to take an imprint of the membership card. A driver of a taxi providing a taxi service must ensure that a manual card reader is carried in the vehicle before commencing the shift. A driver of a taxi providing a taxi service must make a visual comparison between the person and the photograph on the taxi subsidy scheme membership card.

[For full TTSS information please refer to this link.](#)

### 5.12 INCENTIVE PAYMENT FOR WAT DRIVERS

As part of the NSW Government’s point to point industry reforms, the incentive payment to wheelchair taxi drivers when they carry passengers in wheelchairs using the TTSS for payment is currently set at \$15 (ex GST) for each wheelchair passenger carried in a WAT taxi.

[Further information could be found here.](#)

### 5.13 MANUAL IMPRINTERS

The manual imprinter must only be used when the Cabcharge EFTPOS facility is not operational.

When using a manual imprinter, drivers must ensure:

- the card is a credit card (not a debit card) approved for use by the company
- the card has not expired
- the imprint is legible – hand written card details are NOT acceptable
- a manual imprinter is never used for fares that have been declined electronically
- the fare amount in words is the same as the amount in figures
- the signature on the card and docket are identical
- the customer signs the docket.

Please note that fares can not be split to avoid floor limits – the Cabcharge EFTPOS terminal will reject the second transaction.

The following guide shows when a card can be used in a manual imprinter and when a driver should obtain authorisation from the Query Operator:

<b>Cards Accepted</b>	<b>Electronic Capability</b>	<b>Manual Imprinter Capability</b>	<b>Floor Limits - Authorisation Required – Go to Query</b>
Cabcharge	Yes	Yes	Yes – for imprinted fares only

American Express	Yes	Only if the Cabcharge EFTPOS facility is inoperative and the driver has received an authorisation number from Query	Yes – for fares above \$100 electronic, and all imprinted fares
Diners Club	Yes	Only if the Cabcharge EFTPOS facility is inoperative and the driver has received an authorisation number from Query	Yes – for fares above \$150 electronic, and all imprinted fares
JCB	Yes	Never – Electronic only	Yes – for fares above \$75 electronic, and all imprinted fares
Motorpass	Yes	Only if the Cabcharge EFTPOS facility is inoperative and the driver has received an authorisation number from Query	Yes – for fares above \$150 electronic, and all imprinted fares
TSS Smartcard	Yes	Drivers must use Taxi Subsidy Scheme (TSS) Restricted Use Slips	N/A – smartcards can be used for fares up to a maximum fare value of \$50.00
Mastercard	Yes	Only if the Cabcharge EFTPOS facility is inoperative and the driver has received an authorisation number from Query	Yes – for fares above \$75 electronic, and all imprinted fares
Visa	Yes	Only if the Cabcharge EFTPOS facility is inoperative and the driver has received an authorisation number from Query	Yes – for fares above \$75 electronic, and all imprinted fares
Debit Cards	Yes	Never – Electronic only	No – never use imprinter

For instructions on how to use the manual imprinter machine please refer to [this link](#).

#### 5.14 DOCKET AND CREDIT CARD FRAUD

Fraudulent use of a docket used for the payment of a taxi fare is a criminal offence. Drivers need to be aware that this practice could lead to criminal charges and disaffiliation from Black & White Cabs.

Drivers also need to be aware of potential fraud by customers using credit cards. Cab Drivers can be the target by criminals using stolen cards or cards produced as a result of identity theft. In an effort to protect yourself from being impacted by fraudulent cards our Drivers should:

Inspect the card closely and make sure the card is within the valid from and valid to dates printed on the card.

Check that the card does not appear to be altered in any way – if it has, you are well within your rights to seek payment of another form.

If a signature is required make sure that the signature panel on the reverse of the card contains the card company name and is printed at an angle of 45 degrees.

Check that the card has the proper security measures in place (embossment etc.).

Check that the first four embossed numbers are shown again immediately below these embossed numbers.

If you tilt the card in your hand the hologram on the credit card (MasterCard and Visa) should move and / or change colour.

## 6.0 FOR OUR DRIVERS & OPERATORS

### 6.1 DRIVER RESPONSIBILITIES

Various legislated Acts and Regulations set by the NSW Government apply to taxi drivers. The following Acts have been put in place to support and protect drivers, passengers and the general public's health and well-being:

- Point to Point Transport (Taxis and Hire Vehicles) Act 2016
- Anti-Discrimination Act 1977 - NSW
- Disability Discrimination Act 1992
- Disability Standards for Accessible Public Transport 2002
- Workplace Health and Safety Act 2011 – NSW

Note: All drivers must adhere to the guidelines set out by these acts and Black & White Cabs expects all industry standards are met, maintained and promoted by our drivers.

All taxi drivers have a Duty of Care under the Workplace Health & Safety Legislation which requires them to take reasonable care and not put themselves or others at risk by their actions or omissions. If you are ever worried that you're not in the right condition to drive, DON'T DRIVE!

Providing exceptional customer service is a critical part of being a taxi driver. Your customers should always see you as a helpful, friendly, confident, positive and attentive. Research shows that customers will form their first impression of you and the business you represent within the first 5 seconds, so make sure that you approach each job positively!

The customer has a right to expect the following service from their Taxi Driver:

- A professional, courteous and prompt service
- A consistent high standard of customer service
- Reasonable assistance when required
- A fair & honest price for the service.

Customer care is not just about driving a passenger from A to B, it's about the way you look after your passenger which includes:

- Being well-presented and having a clean car
- Greeting the customer
- Establishing the destination and the route your passenger would like to take
- Driving in a safe manner
- Communicating with the customer in a professional, friendly manner.

Transport For NSW states that a passenger travelling in a taxi in NSW has the following rights:

- have the right to decide on the route you'd like to take
- must pay the correct fare, including tolls and charges that apply
- must be able to see the fare calculation device and the driver's identity document
- must wear a seat belt at all times
- must not smoke in the taxi

- must not soil or damage the vehicle
- must not use offensive language or act in an offensive way, or intentionally interfere with the comfort or safety of others
- may refuse multiple hiring
- should not ask the driver to stop when it is illegal or unsafe to do so
- may ask the driver to provide you with a copy of the taxi fare structure
- must not be refused service if travelling with an assistance animal.

[For more information, please visit the link here.](#)

## **6.2 DRIVER / BAILMENT AGREEMENTS**

A driver agreement is between the owner of a registered commercial passenger vehicle and the driver. A driver agreement is not entered into when the driver is:

- providing booked commercial passenger vehicle services for a Booking Service Provider (BSP) using the driver's own car, or
- in an agreement to purchase the vehicle from the owner.

The driver agreement includes conditions that are implied into every driver agreement. These conditions apply even if the conditions are not included in a written agreement between the driver and the owner. 'Bailment agreement' refers to a business relationship between a taxi operator and an authorised taxi driver. It can cover topics such as what payment will be given by the driver to the operator for the right to bail their vehicle for a period of time as well as any other entitlements or obligations agreed to.

For more information on Taxi Bailment agreements or the model bailment agreement mentioned above please refer to [A Guide for Taxi Drivers, Owner & Operators | NSW Industrial Relations.](#)

## **6.3 COMMUNICATIONS SYSTEM**

A taxi driver must be logged on to an approved computer dispatch system at all times while the taxi is being operated.

Black & White Cabs has invested in MTI's taxi dispatch systems. Reliable communication is important in order to make the dispatch process as efficient as possible. The MTI System offers radio and/or public network (GPRS or NextG or both) communication. Utilising both methods live and simultaneously can assist in the cost-effective operation of a taxi business.

These functions can help by:

- increasing earnings of drivers
- reducing dead running
- saving time through efficient communication

For more information on how to use MTI dispatch system please refer to the MTI Driver Handbook in [Sydney Driver Training E-Book.](#)

## **6.4 FLEET OPERATIONS DEPARTMENT**

Once a driver is affiliated with Black & White Cabs, the majority of contact will be with the Fleet Operations department. The Fleet Operations department is there to offer assistance and advice on various matters including:

- Vehicle standards, compliance and inspections
- Customer feedback and complaints
- Camera downloads
- Driver affiliation updates

- Driver safety and fatigue management
- Driver support following an accident or incident
- Point to Point Commission NSW requirements
- Road and Rank Supervision
- Lost property.

You can contact the Fleet Operations department on 0491 695 051 or email [bwcsydney@blackandwhitecabs.com.au](mailto:bwcsydney@blackandwhitecabs.com.au).

## 6.5 RANK PROCEDURES

Taxi ranks provide a more streamlined and fairer service to customers. There are simple rules that drivers must follow when operating on taxi ranks:

- Always follow the directions of rank marshals if on site
- Always approach the main rank from the feeder rank if a rank has a feeder
- Never leave your taxi unattended on a rank or feeder unless picking up a parcel
- Always drop off customers at the rear of the rank to avoid cutting off or disrupting the operation of the rank
- Only pick up the first customer on the rank
- Never refuse to take customers based on their destination
- Always maintain the proper queue position relative to all taxis on ranks and feeders and give way to vacant taxis arriving from behind
- Never accept a hail within sight of a rank which has people or taxis waiting on it
- Never tout, as it is illegal. Touting is any action whereby a taxi driver approaches customers to solicit the hiring of their taxi
- Only park and ply for hire on a designated rank
- Never dispute fares or queue position either on the rank or in public. Report the issue to the Fleet Operations department.

### Priority and the customer's right to choose

The first taxi on the rank has priority for customer pickups from the rank. Rank Marshals, if present, may organise multiple hiring's or customers to skip to the front of the line for various reasons.

Once customers are at the front of the line, they have a right to choose which taxi they travel in. Therefore, if drivers are on a taxi rank and a customer insists on taking their taxi, it is a requirement to take the hiring.

## 6.6 AIRPORT OPERATIONS

### Sydney Airport

Each terminal has its own sheltered taxi rank with supervisors on hand during peak times to ensure a smooth flow of taxis for travellers.

If passengers or drivers need assistance, kerbside supervisors can also organise taxis with baby capsules, wheelchair access, five-seaters and maxi taxis for larger groups or station wagons for large amounts of baggage.

An airport exit fee will be added to the taxi fare. Drivers require an eTag to access the pick-up. Drivers can source an e-tag [here](#).

### Information for taxi passengers

Drivers are required to accept all fares, small or large, from the airport. The kerbside management team will help you and your driver with this request.

Please note that taxis are not permitted to pick up passengers away from a taxi rank and drivers can be fined AU\$5,000 for breaking the regulation.

## **Accessible taxi facilities**

Taxi drivers who need to assist their passengers to the terminal buildings may leave their vehicles at designated pre-booked taxi bays at both the international and domestic terminals. Different procedures apply for drop off and pick-up at each terminal and additional kerbside management officers are on hand to manage the system and assist drivers and passengers. Customers requiring accessible taxis are advised to pre-book where possible.

Due to aviation security requirements, taxi drivers may not leave their vehicles when stopped outside terminal buildings.

## **Taxi fares**

Below are some approximate return fares you can expect to pay to and from Sydney Airport. Remember passengers pay for any bridge or road tolls on top of the fare (these fares are in Australian dollars and are based on non-peak traffic conditions).

## **Sydney Airport Contact Information**

Complaints/Compliments email to: [Sydney Airport – Contact Us](#)

The general website can be found here: [Sydney Airport Website](#)

## **The Australian Federal Police**

AFP Airport Operations officers provide a uniformed policing presence at the nine designated Australian airports - Adelaide, Brisbane, Cairns, Canberra, Darwin, Gold Coast, Melbourne, Perth and Sydney.

## **Uniformed policing**

AFP Airport Operations officers provide immediate response to policing matters within the airport precincts. This includes attending to general community policing issues such as:

- investigating minor criminal matters
- patrols
- enforcing Commonwealth law, including the application of local state/territory laws
- taking reports of offences
- making arrests
- conducting interviews
- subsequent judicial processing.

## **Specialist Policing**

The AFP Airport Operations officers also provide a coordinated approach to the deterrence of and response to terrorist threats at Australia's major airports. These officers respond to threats of terrorism in the aviation environment.

Firearms and explosive-detection teams, each consisting of one dog and a handler, provide a highly mobile and unobtrusive explosives detection capability. Firearms and explosive-detection dogs have the ability to detect a range of military and commercial explosives mixtures and weapons. The teams conduct regular firearms and explosives searches at major airport terminals and aviation facilities, as well as searches of aircraft, baggage and freight.

In the event of a terrorist incident, the AFP Airport Operations role is to:

- contain the incident
- cordon the immediate area
- evacuate people who may be in danger
- collect relevant information
- provide on-going support in resolving the incident, under the command of the Airport Police Commander
- investigate.

## **6.7 PASSENGER PICK UP AND SET DOWN**



Taxis play a crucial role in helping to reduce congestion throughout the city. Below are helpful reminders for taxi drivers on parking, passenger pick up and set down.

### **Bus and transit lanes**

Bus and transit lanes on major roads improve the speed and reliability of bus and taxi services and improve passenger safety. Taxis are permitted to use bus and transit lanes at all times. This does not include busways. Taxi drivers cannot stop in these zones.

### **Clearway**

Clearway conditions operate on some busy streets to improve traffic flow and safety. Taxi drivers are allowed to pick up or set down passengers in clearways, but cannot park in these zones, leave their vehicle or wait in clearways for a fare. Stopping in clearways may cause congestion or endanger pedestrians and other motorists.

### **Yellow lines**

Solid yellow lines are painted on the road to prevent vehicles from parking where they can cause obstruction, safety hazards or be damaged. A solid yellow line means no stopping at any time and applies to all vehicles, including taxis. If a driver stops on a yellow line they can be fined or the taxi can be towed away.

### **Do Not Double Park**

It is illegal for taxi drivers to double park, even if the driver remains in the vehicle. Double parking causes traffic congestion and is dangerous for pedestrians and other road users.

### **Do Not Park across Driveways**

Do not park a taxi on a footpath or across entrances or a fine will be incurred. Driveway entrances must be kept clear for vehicle turning points or emergencies.

## **6.8 SEATBELTS AND CHILD RESTRAINTS**

The simple interpretation for cab drivers to follow is:

1. If the correct child restraint is in the vehicle it must be used. Refer to s266(2).
2. Child under the age of 1 cannot sit in the front seat of a taxi.
3. Drivers must ensure that all passengers over 6 months old are restrained by seatbelts while travelling in a Taxi Vehicle.
4. Drivers must take all reasonable steps to inform other passengers that they are required to wear a seatbelt while travelling in the Taxi Vehicle.
5. Drivers must wear seatbelts at all times.

For full information document please refer to this link: [Seatbelt Policy](#).

## **6.9 UNIFORM STANDARDS**

Black & White Cabs requires that drivers must be well groomed and neatly dressed.

Drivers must be well groomed and dressed in the company uniform at all times when driving a Black & White Cab.

Drivers will not wear the Black & White Cabs Uniform except when driving a Black & White Cab. If drivers are in the uniform before or after work, they are expected to maintain a high standard of respectability in their appearance.

**Hair:** To be clean and tidy.

**Uniform:** To be washed and ironed daily and shirts or blouses tucked in at all times.

**Hygiene:** Face and hands and fingernails to be clean, deodorant or similar to be used.

**General:** All aspects of a driver's appearance, including items of jewellery, tattoos, hair colour and style etc. are to be of an appropriate and acceptable standard for dealing with the public.

**Mobile Phone Ear Pieces:** Drivers are not to wear ear pieces or other equipment for mobile phones or similar at any time. Drivers are to utilise Bluetooth or other technology and run phones through the radio in the taxi. Once engaged, all mobile phone calls are to be terminated and if a call comes in during a paid fare, the call is not to be accepted.

This practice also applies when you are the first B&W cab on any rank.

For Black & White Cabs full driver presentation policy please refer to link [driver presentation policy](#).

## **6.10 PRIVATE BOOKINGS**

Many drivers receive private bookings and the Fleet Support team in the Customer Service Centre provides a service to all drivers in that they will enter all necessary details into the Dispatch system.

A special direct telephone number has been set up for drivers to call in with the details of their Private Bookings (07 3860 1848).

All private work should be entered into the Black & White dispatch system.

## **6.11 FARE EVASION**

The act of fare evasion accounts for a significant financial loss within the taxi industry. It is important that every driver understands that although they have a right to be paid for the services they provide, their safety is paramount. In the past, drivers have been seriously assaulted and injured whilst pursuing customers who have attempted to evade fares. Drivers should be aware of the right to Fare Deposits (see Section 5.4). If an instance of fare evasion occurs, it is recommended that drivers:

- Notify the Query Operator by activating the M12 Alert. The M13 Alarm Switch should **not** be used for a fare evasion. By doing so the Customer Service Centre is then able to block usage to the phone number on the booking
- do not attempt to stop the customer from leaving the vehicle
- do not pursue the customer, as this is both dangerous and can potentially lead to criminal prosecution
- Make notes of the trip including the address of the pickup and drop-off location.

Drivers can report fare evasions in person at a police station.

Drivers must not enter into private arrangements to collect fares either as a result of a customer's inability to pay or fare evasion by a customer, such as taking phones or ID as collateral until the fare is paid. These arrangements are not recognised by law or permitted under the policies and procedures of Black & White Cabs.

## **6.12 ACCIDENTS AND BREAKDOWNS**

If an accident or breakdown occurs, a driver of a taxi must tell passengers in the vehicle –

- the reason for the disruption or prevention of the provision of the service; and
- the arrangements being made for the completion of the service.

When an accident occurs, there are important steps that must be taken in order to avoid further damage to property or person and to protect the driver against legal action.

If an accident takes place, drivers must:

- check on the wellbeing of any passengers and persons who may have been injured
- call emergency services to assist at the scene
- advise the Query Operator immediately. Driver will be contacted again afterwards so that Team Leader is able to complete an incident report.
- not make admissions of liability as this may affect insurance matters
- arrange for alternative transport of passengers if required

- if the vehicle cannot be driven or is dangerous to operate, arrange with the operator to have the vehicle towed. If the driver cannot get in contact with operator then the Customer Service Centre can organise a tow on the driver's behalf, however the driver may be liable for cost of tow.
- exchange details –
  - Driver licence details
  - Vehicle make and model
  - Registration number
  - Driver's name, address and phone number
  - Vehicle owner
  - Attending police officer's name and badge number (if applicable)

In the event of a breakdown, drivers are to follow the procedures given by the operator:

- if any customers are on board, drivers must ensure their safety is not threatened
- drivers should contact the Query Operator to request another taxi. The passengers are required to pay both the first and second cars
- keep customers informed of any alternate arrangements that are being made.

### 6.13 INSURANCES

Insurance of your assets and liabilities as a Taxi Operator is critically important for your financial stability. There are a number of taxi insurance providers in the market today; as a Taxi Operator you should conduct due diligence on the company you intend to place your business with.

Taxi Motor Vehicle Cover protects your vehicle in the event of an accident, damage or theft. This is a must have cover particularly when your taxi is your main source of income.

**Comprehensive Cover** will pay your loss if your taxi is:

- Involved in an accident with another vehicle or object;
- Stolen; or
- Damaged as a result of a fire or other cause (subject to policy conditions).

It is a legal obligation in NSW to ensure you have cover for the damage to someone else's property and for injury to other persons resulting from an accident for which you are legally liable. This information must be provided to Black & White Cabs by the taxi operator and drivers should confirm that the vehicle they are driving is insured for damage to third parties prior to commencing a shift.

**Third Party Property Damage (TPPD) Only Cover.** TPPD will pay for damage to someone else's property or for injury to other persons resulting from an accident for which you as the insured are judged legally liable. **TPPD** will not cover damage to your own vehicle.

#### **WorkCover NSW**

WorkCover NSW covers Drivers for any injury sustained during working hours as a result of an accident. Cover is placed on behalf of the taxi – all Drivers aged from 18 to 80 years are covered while they drive the insured taxi. In the event of a claim, benefits include lump sum compensation for permanent injuries and weekly benefits to cover lost wages in the event of being unable to work as a result of the injury.

#### **Public Liability Insurance**

Public Liability Insurance is designed to protect you and your taxi / driver from legal and / or medical costs that arise from an incident connected to your activities; or in simple terms it protects your interests if you are sued in connection with operation of your taxi.

Public Liability Insurance is absolutely essential for every taxi operator.

For further details please go to the taxi industry owned [TA\(I\)AB](#) for all of your insurance needs.

#### **6.14 MANAGING DRIVERS**

Drivers are the operator's main asset. Operators can be confident that drivers come from the Black & White Cabs training system:

- know and understand the basics of their responsibilities under the Transport Legislation (This Handbook provides a good introduction) and
- have undergone structured training to be a taxi driver as required by the Transport Legislation and Black & White Cabs.

Operators must keep documentary evidence of their drivers' competencies. In addition, operators must ensure drivers undergo any further training that may be required by Black & White Cabs or under the Transport Legislation from time to time.

As part of the company's commitment to safety, it is the responsibility of operators to take all reasonable steps to ensure that drivers operating taxi vehicles comply with their responsibilities on fatigue management under the Transport Legislation.

Operators must not make a taxi available for a driver unless that driver holds current affiliation with Black & White Cabs.

#### **Immigration**

Operators have an obligation to ensure that affiliated drivers working under a visa are working within their entitlements. Operators must check that their bailee drivers have the required permission to "work" and only bail or lease taxis in a manner consistent with the required permissions.

VEVO is a free online service that gives operators access to visa entitlements and status information 24 hours a day.

Operators who have not registered to use VEVO, can do so at any time by completing the online registration form. Once registered a VEVO account will never expire.

## 6.15 OPERATOR ACCOUNTS

All affiliated operators are required to hold an Operator Account. Statements are issued on the last day of every calendar month. As part of a smarter business plan, operators should work to the cut-off and payment dates for docket processing. Refer to website for latest cut-off dates. Dockets should be processed or cashed weekly to assist in quick and accurate processing.

## 6.16 REGISTERING A PUBLIC PASSENGER VEHICLE

If you'd like to register a public passenger vehicle such as a taxi, bus, hire car or tourist vehicle, you'll need to visit a service centre with the required documentation. Full details on the process can be found [here](#).

## 7.0 AFFILIATED VEHICLES

### 7.1 VEHICLE STANDARDS

**NOTE: Black & White Cabs must approve all vehicle types and it is important that a vehicle is not purchased to be used as a taxi prior to approval of vehicle type. For all vehicle type approvals please ensure you have spoken to our Sydney team.**

#### Fleet Inspections

Our customers expect clean and well maintained vehicles. To ensure the standard of the Black & White Fleet all vehicles can expect random inspections.

#### Vehicle Age

Vehicle age is another important factor to vehicle standards and therefore the following age and refurbishment policies exist.

For the Sedan & People Mover Fleet, Black & White Cabs preferred position is that all Sedan, Wagon and People Mover Fleet Taxis should be replaced on or before the vehicle reaches 10 years from manufacture date. However, operators who have vehicles that are in sound mechanical condition may request permission to extend the vehicle life by undergoing refurbishment. Please click the following link for the full Sedan & People movement Refurbish Policy.

For the Maxi Fleet, Black & White Cabs preferred position is that all Wheelchair Accessible Maxi Taxis should be replaced on or before the vehicle reaches 10 years since constructed. Operators who have vehicles that are in sound mechanical condition may request permission to extend the vehicle life by undergoing a refurbishment.

### 7.2 MAXI CABS FLEET

Black & White Cabs has a registered trademark "Maxi Cabs". All vehicles in the Maxi Cabs Fleet are wheelchair accessible taxis.

#### What is a wheelchair accessible taxi?

A wheelchair accessible taxi (WAT) is an approved vehicle which has been specifically designed to carry customers who are living with a disability which confines them to a wheelchair.

Most WATs in NSW are licensed to carry two wheelchairs, although some may only carry a single wheelchair. Mobility scooters may also be transported in WATs if they are capable of being safely restrained in the vehicle. Note though – passengers may not ride the scooter whilst the vehicle is hired. They must relocate to a seat in the vehicle.

Dual WATs can carry one wheelchair and up to eight able bodied passengers or two wheelchairs and three able bodied passengers. It may not be possible, due to space constraints, to take two large scooters within a dual WAT.

All taxis must meet the minimum standard for wheelchair and occupant restraint assemblies under the requirements of Australian Standard AS2942-1994. This standard requires that a four point restraint system be used to safely secure the

mobility aid while in transit. All WATs are required to be equipped with an appropriate fire extinguisher. The extinguisher must adhere to all requirements of Point to Point Commission NSW and the Australian Standards.

All equipment in a WAT must be kept in good condition.

### **Securing your mobility aid safely**

All wheelchair accessible taxis must meet the requirements for wheelchair and occupant restraint assemblies as prescribed in the Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017.

Mobility aids must have a four-point restraint system to safely secure the device while in transit.

If your wheelchair or scooter doesn't have adequate anchorage points for the required restraint system and cannot be safely secured, then the driver cannot transport the wheelchair or scooter.

### **Travelling in a scooter**

Point to Point Commission NSW's policy on the carriage of scooters and mobility aids in WATs states that it is unsafe for a person to travel in a taxi while seated on a mobility scooter. This is because the scooter user, the driver and any other passengers in the taxi may be at risk should an accident occur. The policy states that a passenger must transfer from the scooter to a fixed seat in the vehicle.

If a mobility scooter has the appropriate anchorage points, is small enough to access the vehicle and is securely anchored while the taxi is moving, it is safe for the taxi to carry the scooter or mobility aid. The user, however, must transfer from the scooter to a vehicle seat.

Due to their design, wheelchairs are excluded from this policy as long as they can be appropriately secured and the passenger restrained. Generally, the structural characteristics of wheelchairs are rigid, with the seat permanently fixed. Scooters often have removable, adjustable and/or swivelling seats.

It is Black & White Cabs policy that where only a single wheelchair is being transported it must be anchored in the forward position if the WAT is equipped to take two wheelchairs.

For more information, please [follow this link](#).

### **Size or weight requirements for mobility aids**

The wheelchair or scooter must have a maximum width of 750mm, a maximum height of 300mm from the ground, be able to fit through a taxi door height of 1400mm and into an allocated space of 1300mm by 800mm. The combined weight of the mobility aid and operator can be no more than 300kg.

### **Is the passenger required to wear a seat belt?**

Wheelchair restraint systems must comply with Australia/New Zealand AS/NZS 10542 Parts 1 & 2 Wheelchair tie down and occupant-restraint systems.

They also must comply with any requirements contained in Australian Standard AS 2942 Wheelchair occupant restraint assemblies for motor vehicles which are not covered in Australian Standard/New Zealand Standard 10542 Parts 1 & 2.

### **Hoists on accessible vehicles**

The hoist fitted to a wheelchair accessible vehicle must only be used to load and unload a passenger in a wheelchair or on a mobility scooter.

Passengers in wheelchairs may remain seated in their wheelchair when being transported in a WAV. Passengers who use scooters as mobility aids cannot remain seated while being transported in a commercial passenger vehicle; they must be seated in a passenger seat within the vehicle.

### **Incorrect carriage of passengers**

Drivers of Wheelchair Accessible Vehicles are cautioned that legal action could be taken against them if they are found to breach their obligations when carrying passengers with mobility aids. In addition, we may suspend or cancel the driver affiliation held by any driver who has failed to restrain a passenger fully and properly in a wheelchair or has attempted to transport a wheelchair or scooter and its passenger in any manner which is not consistent with the above requirements.

### **Job dispatch**

WATs must be available to customers with a disability at all times. Drivers of a WAT may accept other fares only if there are no WAT bookings holding.

The terms and conditions of a WAT taxi licence is that drivers are to give priority to all wheelchair bookings. To match that requirement, Black & White Cabs has a zero recall policy for WAT bookings. Drivers who recall WAT bookings will be asked for an explanation and will be called in to Black & White Cabs headquarters for further counselling.

## **8.0 SAFETY STANDARDS FOR TAXIS IN NSW**

Specific safety standards apply to taxi service providers, booking service providers (if the vehicle is a taxi used to provide a related booked service), affiliated providers, taxi licence holders, owners of taxis and drivers of those taxis.

It is a condition of authorisation that taxi service providers and booking service providers comply with the safety standards.

### **8.1 WHICH SAFETY STANDARDS APPLY TO TAXIS?**

All five categories of safety standards apply to taxis in the ways described in this section:

- Safety Management System
- Vehicle standards
- Insurance
- Provision of information
- Drivers

It is important to remember that taxi service providers have specific obligations due to the nature of providing rank and hail passenger services.

### **8.2 SAFETY MANAGEMENT SYSTEM**

A taxi service provider or booking service provider (if the vehicle is a taxi used to provide a related booked service) must have a Safety Management System that identifies and manages risks to health and safety.

### **8.3 VEHICLE STANDARDS**

The owner of a vehicle used to provide a taxi service has a specific obligation to ensure the vehicle is appropriately registered and safe to be driven on the road (roadworthy).

All vehicles must undergo annual safety checks — previously called a pink slip — even if they are less than five years old.

The provider of the taxi service, facilitator and affiliated provider, provider of the booking service (if relevant) and holder of the taxi licence are all responsible for ensuring this safety standard is met.

### **8.4 MAINTENANCE AND REPAIRS**

The owner of the vehicle used to provide a taxi service has a specific obligation to ensure:

- the vehicle is regularly and properly maintained (consistent with the manufacturer's recommendations)
- maintenance or repairs are carried out by a licenced mechanic; and
- records of maintenance and repairs are kept

Basic maintenance such as oil changes, spark plug replacements and tyre changes do not need to be carried out by a mechanic.

- adding approved oils or other fluids to engines, transmissions, differentials, power steering reservoirs, windscreen washer reservoirs, master cylinders, radiators or batteries
- changing engine, transmission or differential oils
- changing engine oil filters or fuel filters
- carrying out general lubrication
- changing spark plugs
- changing wheels or tyres
- changing light bulbs
- replacing or repairing seats or floor coverings
- repairs to the interior of the vehicle that do not affect the safe operation of the vehicle
- replacing external rear vision mirrors

The provider of the taxi service, facilitator and affiliated provider, provider of the booking service (if relevant) and holder of the taxi licence are all responsible for ensuring this safety standard is met.

### **8.5 WHEELCHAIR ACCESSIBLE TAXIS AND DRIVERS**

The taxi service provider, facilitator and affiliated provider, provider of the booking service (if relevant), holder of the taxi licence and owner of the vehicle have a specific obligation to ensure that a vehicle used to provide a wheelchair accessible taxi service:

- meets specific Australian Standards for hoists, tie downs and ramps for wheelchair accessible vehicles
- has a space where a wheelchair is carried inside a vehicle at least 1300mm long, 800mm wide and 1500mm high, with no intrusions other than adjustable restraint devices, for each wheelchair carried
- carries an appropriate number of wheelchair restraints
- complies with the Disability Standards for Accessible Public Transport
- is supplied with an approved child restraint
- The taxi service provider, facilitator and affiliated provider, provider of the booking service must ensure the driver of a wheelchair accessible taxi is competent in loading, unloading and transporting passengers in a wheelchair.

### **8.6 TAXI ACCOMMODATION STANDARDS – SEATS AND DOORS**

The provider of a taxi service, facilitator, affiliated provider, holder of the taxi licence and owner of the vehicle have a specific obligation to ensure that a taxi must be able to seat the driver and at least four, but no more than 11 adult passengers.

The vehicle must also have at least four side doors, unless it is a maxi taxi or a wheelchair accessible taxi.

Note: A vehicle which was licenced as a taxi-cab under the Passenger Transport Act 1990 prior to November 2017 may be permitted to have more than 12 seats.

### **SIGNS, LIGHTS AND MARKINGS**

The provider of a taxi service, facilitator and affiliated provider and holder of the taxi licence are responsible for ensuring the vehicle used to provide a taxi service (if the vehicle plies or stands for hire – rank and hail):

- is clearly identifiable as a taxi
- has a roof sign that displays the word taxi, cab or cabs in black lettering at least 70mm high
- has a roof light that can be seen from a distance of 40 metres in daylight
- has the name, identifying logo or colours of the taxi service provider displayed prominently
- has the contact information for the taxi service provider displayed

They are also responsible for ensuring the roof light is lit when the taxi is available for hire and not lit at other times.

### **8.7 FARE CALCULATION DEVICES (METERS)**



The provider of a taxi service, facilitator, affiliated provider and holder of the taxi licence have a specific obligation to ensure the vehicle used to provide a taxi service (if the vehicle plies or stands for hire), is fitted with a fare calculation device (meter).

The fare calculation device must:

- be securely fixed to the taxi or secured properly in a purpose-built mounting
- display the fare, including any fees, charges or tolls, in Australian dollars
- be capable of accurately calculating the authorised fare

## **8.8 DURESS ALARMS AND VEHICLE TRACKING SYSTEMS FOR TAXIS - IN SYDNEY, NEWCASTLE, CENTRAL COAST AND WOLLONGONG**

The provider of a taxi service, facilitator, affiliated provider and holder of the taxi licence have a specific obligation to ensure a vehicle used to provide a taxi service (if the vehicle plies or stands for hire) in the Metropolitan (Sydney), Newcastle or Wollongong transport district or within the Central Coast local government area is fitted with an approved duress alarm system and an approved vehicle tracking device that:

- complies with standards set by Transport for NSW published in the NSW Government Gazette
- is in working order

Service providers should make a risk assessment in consultation with their affiliated providers and drivers about whether these facilities would be reasonable measures to help you ensure the safety of drivers and passengers in areas outside Sydney, Newcastle, Wollongong and Central Coast.

## **8.9 APPROVED SECURITY CAMERA SYSTEMS**

The provider of a taxi service, facilitator, affiliated provider and holder of the taxi licence have a specific obligation to ensure a vehicle used to provide a taxi service (if the vehicle plies or stands for hire) is fitted with an approved security camera system that meets specifications published by Transport for NSW and is in working order.

Signs must be on the inside and outside of the taxi informing people they may be under video surveillance while in or near the taxi.

## **8.10 DRIVER REPORTED FAULTS**

Fault Reporting: BWC requires drivers to complete DRIVER PRE-TRIP INSPECTION SHEET before starting each shift. This completed sheet ensures that driver takes responsibility for the car to be roadworthy. However, if driver discovers a fault(s), it should be notified to the specific affiliated provider/operator to be fixed before the car is used as a taxi again. The affiliated provide/operator will then ensure that these fault(s) are actioned upon and fixed.

Where is the policy and procedure recorded?

How do we pass this on to Operators and Drivers?

What happens when it is reported?

## **8.11 MAINTENANCE PLAN**

BWC have an obligation under the chain of responsibility to ensure every registered vehicle is safe and complies with the law as outline in s9 of the Point To Point (Taxis and Hire Vehicles) Regulations 2017 (NSW).

Black & White Cabs policy is to conduct a rolling audit of all affiliated taxis every 4 Months.

These inspections will be conducted by the Taxi Operator or Black & White Cabs and registers of inspections will be maintained.

## **8.12 VEHICLE PRE-DEPARTURE AND END OF SHIFT PROCEDURES**

It is a requirement for operators to have procedures in place to ensure all drivers are aware of their understanding in relation to the Point To Point Transport obligations to have a safe and roadworthy vehicle operating at all times. Operators must have a process for drivers to conduct an inspection of the taxi prior to commencing a shift, and upon completion.

### **8.13 DRIVER REPORTED FAULTS**

If a driver identifies a fault in a vehicle, he must have a procedure for advising the Operator. This is required whether there is a passenger on board or not. Steps must be taken to ensure the vehicle is never on the road when it is not in a safe and roadworthy condition.

Where a mechanical fault prevents a vehicle completing a journey (with passengers), the incident is a notifiable occurrence and needs to be reported to the Point To Point Commissioner and Black & White Cabs.

## **9.0 GENERAL**

### **9.1 POLICE STATIONS**

For the nearest police station to you, enter the address or suburb of your current location. A list of police stations near your location will show with the address of the station and phone number.

[Find my local police station](#)

### **9.2 DOCKET EXAMPLES**

For full docket examples please refer to the following link

[docket examples document](#)

### **9.3 DRIVER TRAINING MANUAL**

[Driver Guide – Tablet Operation and Trouble shooting](#)

### **9.4 OTHER INFORMATION**

#### **Sydney Hospitals & Health Services Locations**

Please refer to the below link;

[Hospital Locations](#)

#### **Entertainment Centre List**

[Activities in Sydney](#)

[Star Casino](#)

[Darling Harbour – What's on](#)

#### **Sports Venues**

[City of Sydney – Sports Facilities](#)

[Venues – New South Wales](#)

[Largest Sports Venues Sydney](#)

#### **Airports**

[Sydney Airport Guide](#)

[Sydney Airport – Transport Options](#)

#### **Live Traffic - Sydney**

[Live Traffic NSW](#)