



Driver Handbook Victoria

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DRIVER HANDBOOK - VIC

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 Cod/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 seven Conditions that assist us to deliver certain standards required under Legislation in Victoria. These are:

Melbourne 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 Commercial Passenger Vehicle 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 Victoria.

References:

[Commercial Passenger Vehicles Victoria | Commercial Passenger Vehicles Victoria \(cpv.vic.gov.au\)](#)

[ST VIC Industry Safety Toolbox](#)

[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.

[Organisational Chart](#)

[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

Personal details

Black & White Cabs is required to maintain databases of affiliated drivers and operators. Black & White Cabs and ST VIC 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, Victoria, & 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!

2.4 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 ST VIC 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 ST VIC.

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, 10B Flight Driver, Tullamarine Vic 3043 or online via online Affiliation link, please click [here](#).

2.5 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.

2.6 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 Victorian Taxi Driver 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

Drivers can also access a wealth of information on the Black & White Cabs Linktree which can be accessed [here](#). This Linktree is monitored and updated on a regular basis. A handy QR Code sticker to allow drivers to simply scan the link has also been created and can be obtained from the office in Melbourne.

2.7 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

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

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

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

Taxi Rights

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

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

The industry requires all drivers in the passenger transport sector had been trained in matters:

- (a) Sexual Harassment,
- (b) Disability Awareness and Anti-Discrimination.

BWC has identified another element to this area of critically important training and have added Customer's Privacy to the list.

To some customers, their privacy is as important as being treated equally. As a Booking Service Provider in Victoria and with affiliates providing taxi services we have been provided with a customer's core private details – their name, where they live and their mobile numbers if provided. We have a duty to protect that information as well as their trip details. It is a matter only for the customer where they are picked up from and their destination; once the trip has been completed this information means nothing to us (unless of course there is a need for the details to be investigated by any authorised relevant authority such as VicPol).

Failure to adhere to these matters could require you to attend an Anti-Discrimination course conducted by Anti-Discrimination Victoria and will be at your cost.

For further information please refer to:-

3.3 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](#).

3.4 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](#).

3.5 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're stopped in traffic. This means you can't:

- 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 full fact sheet on Driving and Mobile Phones including the penalties that can arise from doing so please visit this link – [Mobile phones, technology & driving : VicRoads](#)

Further to the information provided by VicRoads, 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 conversations while a customer is in the vehicle will be disciplined appropriately.

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

3.6 PROPER USE OF DISPATCH TABLETS AND SIM CARDS

As a driver affiliated with Black & White Cabs, you are entrusted with the use of company-provided tablets to aid in dispatching work and facilitating taxi operations. It is essential to adhere to the following guidelines to prevent misuse and avoid unnecessary expenses:

1. **Tablet Usage:** The tablets provided are strictly for work-related purposes, such as receiving dispatch information, navigating routes, and communicating with dispatch operators. Personal use of these tablets is not permitted.
2. **SIM Card Restrictions:** The SIM cards installed in these tablets are intended solely for operational use. Drivers are prohibited from removing SIM cards or using them for non-work-related purposes, including but not limited to streaming videos, downloading non-essential apps, or any other form of personal data usage.
3. **Security Measures:** Tablets are locked using Knox security to ensure they are used appropriately. Tampering with security settings or attempting to bypass these measures is strictly prohibited and will result in disciplinary action.
4. **Data Usage:** The data plan associated with the tablets is monitored. Excessive data usage that is not attributed to work-related activities will be investigated. Drivers found to be using data for personal activities will be held accountable for the incurred costs.
5. **Disciplinary Actions:** Misuse of tablets or SIM cards will result in disciplinary actions, which may include fines, suspension, or termination of affiliation with Black & White Cabs. Drivers will be held financially responsible for any costs resulting from misuse.

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 the 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 get in contact with Black & White Cabs or a 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 the following link:

[Security cameras in commercial passenger vehicles in Victoria](#)

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 CPV 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 Victorian taxis and all taxis affiliated with Black & White Cabs in Melbourne and Geelong 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 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**.

CPV 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. Should the result be anything other than a green power and record, then a system 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 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.

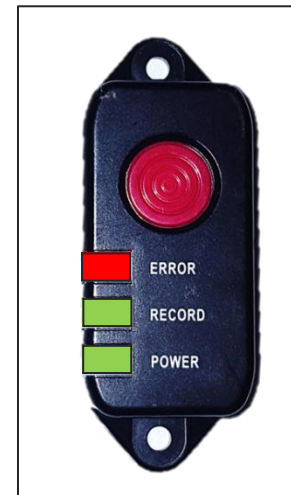
CAMERA DOWNLOAD

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 ST VIC or Victoria Police and obtain authorisation. 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.

[ST VIC Camera Download Instructions](#)

ROLES AND RESPONSIBILITIES

Drivers



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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. For those not fitted with a physical switch like above, this will be the only way to notify base.

This will particularly apply to Economy/BYO Operators.

TESTING THE M13 ALARM SWITCH

In MTData navigate to the Alarm Test Page:

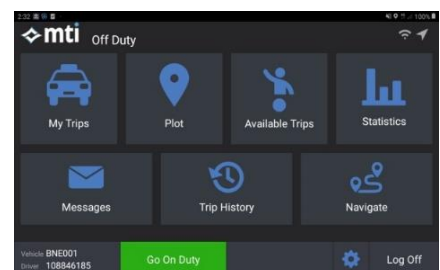
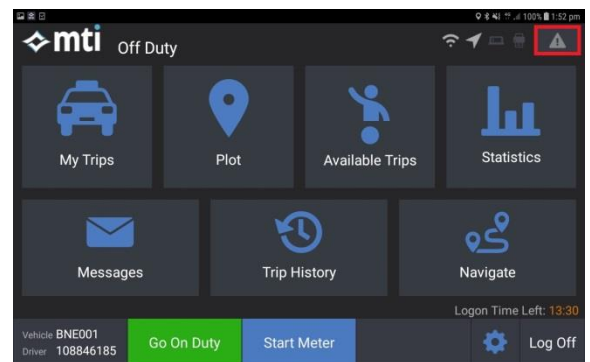
1. From the main menu press next – Tools – System Status then Alarm Test. The Display should show “Alarm Off”.
2. Push the M13 Alarm push button and the display should show “Alarm On”.
3. Release the M13 Alarm Switch and the display should show “Alarm Off”.

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.

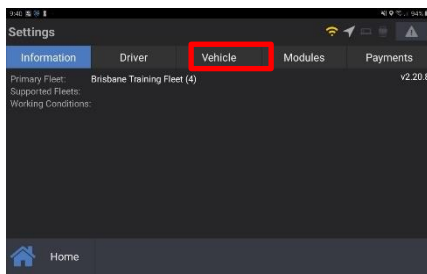
TESTING M13 ALARM IN MTI DRIVER APP

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

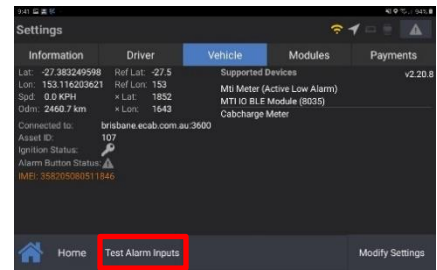
To do this, follow the below instructions:



Tap Settings in the bottom right corner

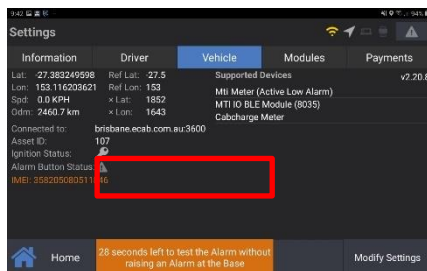


Then Select the “Vehicle” tab at the top of the screen



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

You will then see an orange window that says, “30 seconds left to test the Alarm without raising an alarm at the base”. 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, if 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.

4.5 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

[Avoiding an Emergency Situation](#)

5.0 FARES – CHARGES AND PROCEDURES

5.1 THE TAXIMETER

The Commercial Passenger Vehicle Industry Regulations 2018 refer to a **fare calculation device**. This is described as a mechanical, electrical or electronic device that calculates, records or displays information about fares and charges for the provision of unbooked commercial passenger vehicle services – **Examples** A taximeter, a computer tablet or a smartphone.

The regulations require a taxi to be “compliant” and with this comes some conditions including:

compliant, in relation to a commercial passenger vehicle, means (in part) —

- (a) the vehicle has installed in it, or attached to it, a fare calculation device that—
 - (i) complies with the specifications determination that applies to that device; and
 - (ii) meets the required standards when functioning in the vehicle.

[Fares | Commercial Passenger Vehicles Victoria](#)

[Fare calculation devices in commercial passenger vehicles](#)

5.2 LEGISLATED TAXIMETER CHARGES (RANK & HAIL)

Maximum fares for all unbooked services in Melbourne and the surrounding metropolitan area (including Frankston and Dandenong), the Mornington Peninsula, Geelong, Ballarat and Bendigo, are set by the Essential Services Commission (ESC).

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

- Rank or hail
- Taxi Subsidy Scheme (TSS)
- Wheelchair Accessible Taxis (WATs).

Maximum fares do not apply for all other personalised transport services that are booked. A fare estimate (in Australian dollars) must be provided prior to the journey commencing, or the fare agreed to upfront.

Victoria Maximum Fares : [Fares | Safe Transport Victoria](#)

5.3 TOLLS

Victoria 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

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 Cabcharge whenever there is a toll increase.

For a current list of toll pricing and locations please visit the Linkt / Eastlink website:

[Melbourne toll calculator - Linkt](#)

[Tolls \(eastlink.com.au\)](#)

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](#) 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 following links:

[Accredited driver responsibilities | Commercial Passenger Vehicles Victoria \(cpv.vic.gov.au\)](https://cpv.vic.gov.au)

[Information for passengers | Commercial Passenger Vehicles Victoria \(cpv.vic.gov.au\)](https://cpv.vic.gov.au)

6.1 CABCHARGE

Cabcharge is an international taxi charge account system used throughout Australia. The Cabcharge EFTPOS terminal is the smartcard reader required for the Victorian government's Taxi Subsidy Scheme (MPTP). 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](#).

[NB: In-Vehicle Technology \(IVT\) Terminal Training Video can be found here.](#)

6.2 CABCHARGE 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 Cabcharge 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 Cabcharge 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 Cabcharge 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 Cabcharge EFTPOS system in their taxi, they may need to have it checked by an authorised technician or by their operator.

6.3 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

6.4 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.

6.5 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 38601845

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

6.6 TAXI SUBSIDY SCHEME (MPTP)

The Taxi Subsidy Scheme (MPTP) is a Victoria government program that improves the mobility and quality of life for Victorian 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 Victoria government
- access to subsidised taxi travel in other Australian states and territories that is (then) paid by the Victoria 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 MPTP information please refer to this link:

[Multi Purpose Taxi Program](#)

6.6 MPTP LIFT FEE

The Victoria Government introduced a lift fee for any passengers requiring the service of a wheelchair accessible vehicle. This fee does not form part of the taxi fare. It is a payment by Government for above and beyond normal fares and is paid to drivers to subsidise the lengthy loading time for wheelchair bound passengers.

MPTP payment is eligible on both booked or rank/hail work, provided that the job is traceable (must be in MTI) and the MPTP card was inserted correctly. Lift fees are paid directly to the operator of the vehicles so it is up to the operator to

develop a system for drivers to claim payment of eligible customers. Any MPTP payment enquiries can sent to accounts@blackandwhitecabs.com.au.

For full information on the Taxi Subsidy Scheme Lift Fee refer to: [MPTP-Correct-Charging-of-Fares.pdf \(cpv.vic.gov.au\)](#)

6.7 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:

Cards Accepted	Electronic Capability	Manual Imprinter Capability	Floor Limits - Authorisation Required – Go to Query
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](#)

6.8 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.

7.0 FOR OUR DRIVERS & OPERATORS

7.1 DRIVER RESPONSIBILITIES

The requirements for commercial passenger vehicle (CPV) drivers are contained in the *Commercial Passenger Vehicle Industry Act 2017* (Act) and the Commercial Passenger Vehicle Industry Regulations 2018 (Regulations) and conditions placed on driver accreditation.

[Commercial passenger vehicle driver responsibilities fact sheet PDF, 641.1 KB](#)

Drivers should know and follow the law as it applies to providing a CPV service. To help with this, the document below shows the main offences committed by people providing a CPV service. For further information, please see the [legislation](#). Also, refer here: [Table of main offences associated with providing CPV services](#)

7.2 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 [Driver agreement | Commercial Passenger Vehicles Victoria \(cpv.vic.gov.au\)](#)

7.3 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.

7.4 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;
- ST VIC requirements;
- Road and Rank Supervision;
- Lost property.

You can contact the Fleet Operations department on 9927 3079 or email [Melbourne Office](#).

7.6 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.

7.7 AIRPORT OPERATIONS

Overview

Taxi ranks are conveniently located at both the International and Domestic Terminals. At the Domestic Terminal, the taxi rank is located centrally in front of the terminal. At the International Terminal, the taxi rank is located at the northern end of Arrivals. All access fees are payable via an electronic tolling system only (no cash payment), which enables free-flowing movement of taxis through the terminal access roads.

Taxi Operations

Taxi operations at Melbourne Airport can be split into two groups

- General taxi rank
- Pre booked taxis

General taxi ranks

There are two general taxi ranks located in the airport precinct:

1. International Terminal
2. Domestic Terminal

Pre Booked taxis

Both International and Domestic terminals have parking locations for pre-booked taxis and are shared with the limousine operators. Fees are applicable for all locations and are detailed on the entry points and in all Melbourne Airport. As the fees are time based drivers are encouraged to wait in the Central Parking Area (separate parking available for pre booked taxis) until the passengers corresponding flight has landed. Only then should drivers proceed to the terminal parking locations. Tag readers are located at all entry points and if the taxi has a valid Etag which is registered to a licenced operator at [CityLink - Linkt](#), then the access gate will open when the taxi reaches the gate. Digital signs are located on the exit points that will provide a message detailing how long the taxi was parked and the fee that has been charged to the tag account.

Etags at Melbourne Airport

Electronic tolling is used at all of Melbourne Airport's main taxi ranks. This means that drivers need to open a valid tolling tag account to access the Airport's Domestic and International ranks.

Linkt and EastLink tags can be used, however please check with the tag provider.

Some important things drivers need to know:

1. Drivers MUST have an in-vehicle tag to access the ranks.
2. The Etag account MUST have a positive balance to access the ranks.
3. The Etag MUST be installed correctly in the taxi.

For more information on obtaining an E-tag for a taxi please visit Linkt - [CityLink - Linkt](#)

MELBOURNE AIRPORT CONTACT INFORMATION

Complaints/Compliments email to: [Melbourne Airport - Contact Us | Melbourne Airport](#)

Melbourne Airport website: [Melbourne Airport - Flight Information, Shopping & Parking](#)

Faults Please report all faults to a kerbside officer

The Australian Federal Police

The Australian Federal Police (AFP) is the primary law enforcement agency at the 10 major Australian airports, including Melbourne Airport. Law enforcement in the Melbourne aviation environment includes deterring, preventing and responding to threats of terror, investigating serious and organised crime in the aviation sector and performing a uniformed policing role. The AFP works closely with the state police, Commonwealth Government agencies, airport operator and airlines to coordinate action against terrorist and other criminal threats to Australian aviation safety and

security. If you require a police response at Melbourne Airport, or wish to report an incident or provide information, please call the AFP on 131 AFP (131 237) / 03 9607 7777.

7.8 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.

7.9 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.
2. Child under the age of 1 can sit on a passengers lap, but not in the front seat of a taxi.
3. Passengers over 1 year old and up to 7 years old are the responsibility of the adult in the vehicle.
4. Drivers must ensure that all passengers between 7 and 16 years of age are restrained by seatbelts while travelling in a Taxi Vehicle.
5. Drivers must take all reasonable steps to inform other passengers that they are required to wear a seatbelt while travelling in the Taxi Vehicle.
6. Drivers must wear seatbelts at all times.

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

7.10 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](#)

7.11 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.

7.12 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.

7.13 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

7.14 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).

Cover will also pay for the damage to someone else’s property and for injury to other persons resulting from an accident for which you are legally liable.

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.

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.

7.15 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 relevant Legislation (This Handbook provides a good introduction) and
- have undergone structured training to be a taxi driver as required by the 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.

7.16 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.

7.17 REGISTERING A VEHICLE TO CARRY COMMERCIAL PASSENGERS

Please find all relevant information [here](#).

[Online Application](#)

Note: Before going to register a new vehicle as a taxi please ensure you have spoken to Taxi Services. Refer to who section

What to take to ST VIC – new vehicle

Registering a vehicle that has never been registered –

Relevant paperwork and appointment:

- Vehicle Registration Form
- ST VIC Authority to Register and Inspect Commercial Passenger Vehicle That Can Provide Unbooked Services (Taxi)
- RWC
- Make an appointment with VicRoads
- Inform ST VIC of your appointment to send the registration plates to relevant VicRoads Office

Additional information required:

- Vehicle to be presented to VicRoads so the VIN and engine numbers can be checked and recorded
- Proof of purchase (tax invoice or receipt) for the vehicle
- Gas certificate if the vehicle is fitted with LPG
- Engineering Report if the vehicle has been modified e.g. Prius V and Maxi Cabs
- **Notify Black & White Cabs of any changes**

Ensure you have sufficient funds to cover the expenses for compulsory third party insurance (CTP), stamp duty and registration.

Note: New vehicles are exempt from inspection for 12 months from date of registration

What to take to VicRoads - upgrading from private registration to taxi registration

Registering a vehicle that is currently registered as a private vehicle –

Relevant paperwork and appointment:

- Vehicle Transfer Form / Vehicle Registration Form which ever applicable
- ST VIC Authority to Register and Inspect Commercial Passenger Vehicle That Can Provide Unbooked Services (Taxi)
- RWC
- Make an appointment with VicRoads
- Inform ST VIC of your appointment to send the registration plates to relevant VicRoads Office

Additional information required:

- Vehicle to be presented to VicRoads so the VIN and engine numbers can be checked and recorded
- Proof of purchase (tax invoice or receipt) for the vehicle
- Gas certificate if the vehicle is fitted with LPG
- Engineering Report if the vehicle has been modified e.g. Prius V and Maxi Cabs
- **Notify Black & White Cabs of any changes**

Ensure you have sufficient funds to cover the expenses for compulsory third party insurance (CTP), stamp duty and registration.

After the vehicle is registered

- Contact the preferred insurance company and notify them of the new registration number
- Take the vehicle to the taxi installer to enable programming of the security camera serial numbers
- Ensure all stickers and decals are on the vehicle
- Present the vehicle to Black & White Cabs, 10B Flight Dr, Tullamarine office for inspection (MTI system will be enabled also)

All necessary forms are available on the VicRoads and ST VIC website.

Replacement of vehicles

Operators must inform Black & White Cabs when a vehicle has been replaced. Black & White Cabs encourages operators to replace taxis with new vehicles when due. Before making a decision on a vehicle type, contact the Taxi Services department on 3860 1800 to discuss the various options and restrictions. Not all vehicles are acceptable to the Black & White Cabs fleet. We can assist in obtaining the best deal on a new or used vehicle with national fleet discounts available on most brands of vehicle.

For all relevant forms please visit VicRoads website - [Home Page : VicRoads](#)

8.0 AFFILIATED VEHICLES

8.1 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 Melbourne 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 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.

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.

8.2 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 Victoria 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. Dual WATs can carry one wheelchair and up to nine 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 ST VIC and the Australian Standards.

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

Who can drive a WAT?

In Victoria, drivers must have a wheelchair accessible commercial passenger vehicle (WAV) endorsement on their driver accreditation to drive a WAV. This is an additional requirement for drivers regulated by ST VIC.

W-endorsement

There are specific conditions relating to WAVs and provision of commercial passenger vehicle services as part of driver accreditation. To receive a W-endorsement and drive a WAV, drivers must successfully demonstrate they understand all the requirements of driving a WAV in Victoria.

The assessment has both theory and practical components.

Only drivers who have been assessed and endorsed as competent can provide commercial passenger WAV services to passengers who use wheelchairs or mobility scooters.

Drivers will be assessed on successfully demonstrating their skills and knowledge of:

- Ability to conduct pre vehicle checks on a WAV vehicle
- Communicating effectively with a wide variety of passengers using a WAV service
- Assisting passengers into and out of a WAV suited to their disability needs
- Operating a WAV vehicle
- Planning scheduled activities
- Understanding ethical and responsible behaviours

The W-endorsement assessment will be conducted by an assessor approved by us, in line with the National Training Framework competency standards. The criteria used during the practical assessment is similar to TLIC2040 - Provide wheelchair accessible taxi services to passengers with disabilities.

Travelling in a scooter

ST VIC'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 click the following link - [Transporting wheelchair passengers](#)

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 fully and properly restrain a passenger 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 TSL require operators and drivers 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.

9.0 SAFETY DUTIES

Part 2 of the CPVI Act sets out the principles of commercial passenger vehicle safety. They include:

- **Shared responsibility:** safety is a shared responsibility of safety duty holders, ST VIC and members of the public. The level and nature of responsibility depends on the nature of the risk and the degree of influence that person has to control that particular risk.
- **Accountability for managing safety risks:** managing risk related to commercial passenger vehicle services is the responsibility of the person best able to control the risk.
- **Enforcement:** enforcement is undertaken to protect public safety, promote improvement in commercial passenger vehicle safety, remove any incentive for unfair commercial advantage that might be derived from contravening safety requirements and influencing the attitude and behaviour of persons whose actions may have adverse impacts on commercial passenger vehicle safety.
- **Timeliness and transparency:** the regulatory decision-making process for the commercial passenger vehicle industry should be timely and transparent.
- **Participation, consultation and involvement of all affected persons:** those with a shared responsibility for safety should be able to participate in, be consulted on and be involved in the formulation and implementation of measures to manage risks to commercial passenger vehicle safety.

Although safety is a shared responsibility, with everyone from passengers to regulatory bodies and others potentially having a role, this Code of Practice will focus specifically on those duty holders that can influence and control the commercial passenger vehicle service or equipment being used to provide a commercial passenger vehicle service and are responsible for the safety of that service (Division 3 of the CPVI Act). Accordingly, this section will be drawn from Part 2, Division 3 of the CPVI Act.

9.0.1 WHAT SAFETY DUTY DOES EACH PARTY HOLD?

All safety duty holders

All safety duty holders must notify the regulator within 10 business days of:

- an incident resulting in the death of or serious injury to any person
- an incident resulting in attendance by a police officer or health professional.

Relevant Sections of the Act:

- CPVI Act Section 272 Notification of incidents
- Regulation 7 Notifiable incidents to be reported to the regulator

9.0.2 OWNERS OF MOTOR VEHICLES USED TO PROVIDE COMMERCIAL PASSENGER VEHICLE SERVICES

Vehicle owners must ensure commercial passenger vehicle services are provided safely, including:

- maintaining the vehicle in a fit, serviceable and safe condition
- providing or maintaining any equipment or systems used in the vehicle in accordance with the regulations
- providing sufficient information or instruction to the driver of the vehicle who is using it to provide commercial passenger vehicle services to enable that driver to provide those services safely.

The relevant sections of the CPVI Act and CPVI Regulations are in CPVI Act Section 25 Duties of owners of motor vehicles used to provide commercial passenger vehicle services

9.0.3 BOOKING SERVICE PROVIDERS

All booking service providers, regardless of whether they are registered with ST VIC, must:

- ensure commercial passenger vehicle services provided by an associated driver are provided safely, by
 - identifying and managing risks to safety
 - acquiring and maintaining a database of the hazards or risks and the measures taken to eliminate or reduce the hazards or risks
 - providing information, instruction, training or supervision to associated drivers to enable those drivers to provide commercial passenger vehicle services safely, including implementing systems or processes for:
 - i. the management of driver fatigue
 - ii. drug and alcohol testing of drivers
 - iii. the maintenance of commercial passenger vehicles
 - iv. emergency management
 - v. driver behaviour, competency and medical fitness.
- notify the regulator within 10 business days of:
 - an incident resulting in the death of or serious injury to any person
 - an incident resulting in attendance by a police officer or health professional.

Registered booking service providers have additional responsibilities, including:

- establishing and maintaining a register of safety risks which includes
 - the identification and description of the risk
 - an outline of the action to be taken to mitigate or eliminate the identified risk
 - the person, or class of person, responsible for taking the action.
- reviewing and revising the register of safety risks annually.

The relevant sections of the CPVI Act and CPVI in this section: **CPVI Act Section 24 Duties of booking service providers**

9.0.4 PERSONS WHO HAVE CONTROL OVER THE PROVISION OF COMMERCIAL PASSENGER VEHICLE SERVICES

A person who has control over the provision of commercial passenger vehicle services must:

- ensure those services are provided safely.
- notify the regulator within 10 business days of:
 - an incident resulting in the death of or serious injury to any person
 - an incident resulting in attendance by a police officer or health professional.

9.0.5 SUPPLIERS OF SERVICES OR EQUIPMENT

Persons that supply services and equipment must:

- ensure that the thing is safe when used for a purpose for which it was supplied, installed, maintained, repaired or modified.
- ensure there is adequate information about:
 - the use for which the thing was supplied, installed, maintained, repaired or modified
 - the results of any testing or examination completed
 - any conditions necessary to ensure the thing is safe when used for a purpose for which it was supplied, installed, maintained, repaired or modified.
- carry out, or arrange any testing and examination required.
- notify the regulator within 10 business days of:
 - an incident resulting in the death of or serious injury to any person
 - an incident resulting in attendance by a police officer or health professional.

9.0.6 DRIVERS PROVIDING COMMERCIAL PASSENGER VEHICLE SERVICES

Drivers providing commercial passenger vehicle services must:

- take reasonable care for their own health and safety.
- take reasonable care for the health and safety of persons who may be affected by the driver's acts or omissions.
- co-operate with a booking service provider to comply with safety duties.
- notify the regulator within 10 business days of:
 - an incident resulting in the death of or serious injury to any person
 - an incident resulting in attendance by a police officer or health professional.

9.1 VEHICLE OWNERS

9.1.1 WHAT DO VEHICLE OWNERS NEED TO DO?

This section provides further practical guidance about what owners of vehicles used to provide commercial passenger vehicle services need to ensure, including that:

- their vehicle is safe
- passengers that travel in their vehicle are safe
- drivers that provide services in their vehicle are safe.

9.1.1.1 VEHICLE SAFETY

As a vehicle owner I need to:	So, I will, so far as is reasonably practicable:
Ensure the vehicle is safe	<ul style="list-style-type: none"> • Get my vehicle regularly serviced. • Ensure that servicing and repairs are undertaken and are consistent with manufacturer’s guidelines. • Get a roadworthy inspection or a ST VIC – approved safety inspection every 12 months. • Ensure the driver checks the vehicle is safe before each use. • Fix any vehicle safety issues I’m told about or identify before the vehicle is used again.

	<ul style="list-style-type: none"> • In the event of a manufacturer safety recall, take immediate action to comply with the recall. • Make sure that vehicle repairs or servicing are completed by a qualified professional. • Make sure basic maintenance tasks or checks are completed by skilled personnel. • Make sure that vehicles have any safety equipment a driver might need to suit weather and road conditions, for example snow chains. • Make sure all equipment is installed correctly and securely.
Communicate with drivers	<ul style="list-style-type: none"> • Tell my drivers when the vehicle was inspected last and whether it passed. • Tell my drivers how to report safety issues to me and advise them when the safety issue has been resolved. • Make sure my drivers know how to use the vehicle controls and features. • Make sure my drivers know how to check a vehicle is safe before they use it.
Support accessibility	<ul style="list-style-type: none"> • Ensure that my vehicle has all necessary restraints for the passengers that it will be carrying.
Wheelchair Accessible Vehicles	<ul style="list-style-type: none"> • Ensure that equipment such as wheelchair lifts, seatbelts and restraints are installed and maintained in line with the manufacturer's instructions. • Ensure that the vehicle complies with the specifications for wheelchair accessible commercial passenger vehicles. • Ensure that I have a current Vehicle Assessment Signatory Scheme (VASS) approval.

9.1.1.2 Passenger safety

As a vehicle owner I need to:	So, I will, so far as is reasonably practicable:
Make sure the vehicle has a working security camera ¹	<ul style="list-style-type: none"> • Where applicable, ensure cameras in my vehicles are: <ul style="list-style-type: none"> ○ of an approved type ○ installed correctly ○ operating correctly. • Ensure that stored footage and images are not accessible by an unauthorised third party.
Make sure the drivers that use my vehicle are safe	<ul style="list-style-type: none"> • Ensure all drivers are accredited with ST VIC. • Ensure all drivers have the appropriate driver licence and endorsement for the type of vehicle they drive. • Ensure all drivers have a Wheelchair Accessible Vehicle (WAV) endorsement if providing WAV services. • Ensure that drivers that drive my vehicle obtain a Working With Children Check (WWCC) if they regularly transport passengers under the age of 18 that are not accompanied by an adult. Examples include: <ul style="list-style-type: none"> ○ where a Booking Service Provider (BSP) they associate with advertises child transport services, and they provide those services. ○ Where a driver regularly transports children who are not accompanied by an adult to or from school or other social activities.

¹ Cameras are required in unbooked vehicles only

	<ul style="list-style-type: none"> • Ensure that a driver knows to seek advice from their BSP or WWCC Victoria if they are unsure.
Make sure the vehicle has safe equipment	<ul style="list-style-type: none"> • Ensure my vehicles are set up to minimise driver distraction.
Report notifiable incidents	<ul style="list-style-type: none"> • If I become aware of a notifiable incident, report it to ST VIC as soon as possible, and no later than 10 business days after becoming aware. • Incorporate notifiable incidents into risk registers.
Support accessibility	<ul style="list-style-type: none"> • Ensure that drivers of my vehicles have the information and training necessary to operate equipment (for example lifts and hoists) safely and appropriately.

9.1.1.3 Driver safety

As a vehicle owner I need to:	So, I will, so far as is reasonably practicable:
Provide drivers with instructions	<ul style="list-style-type: none"> • Provide drivers with instruction about how to operate the vehicle safely.
Make sure the driver can operate the vehicle safely	<ul style="list-style-type: none"> • Ensure the vehicle is used as intended. • Ensure all drivers are accredited with ST VIC. • Make sure all vehicle equipment meets relevant CPV specifications. • Ensure drivers can use in-vehicle equipment in a safe manner. • Not allow a vehicle that I know is unsafe to be driven or used to provide a commercial passenger vehicle service.
Make sure the vehicle is safe	<ul style="list-style-type: none"> • Ensure that my vehicles have compliant seatbelts for each passenger. • Ensure that in vehicle equipment such as cameras, dispatch devices and GPS are secured. • Ensure vehicles are safe and roadworthy. • Make sure that vehicle repairs or servicing are completed by a qualified professional. • Make sure basic maintenance tasks or checks are completed by skilled personnel. • Make sure the vehicle meets CPV registration conditions. • Ensure the vehicle is registered with VicRoads and ST VIC. • Ensure that servicing and repairs are undertaken in line with the manufacturer's requirements. • Make sure all equipment is installed correctly and securely and won't dislodge.
Report notifiable incidents	<ul style="list-style-type: none"> • If I become aware of a notifiable incident, report it to ST VIC as soon as possible, and no later than 10 business days after becoming aware.
Support accessibility	<ul style="list-style-type: none"> • Ensure that drivers of my vehicles have the information and training necessary to operate equipment (for example lifts and hoists) safely and appropriately.

9.2.0 BOOKING SERVICE PROVIDERS

9.2.1 What do booking service providers need to do?

This section provides further practical guidance about what booking service providers need to ensure, including that:

- vehicles that they allocate trips to are safe
- passengers that use their services are safe
- drivers associated with their brand are safe

- passengers are loaded and unloaded safely
- drivers do not injure themselves or others when assisting passengers.

9.2.2 VEHICLE SAFETY

As a booking service provider I need to:	So, I will, so far as is reasonably practicable:
Ensure the vehicle is safe	<ul style="list-style-type: none"> • Ensure vehicles are serviced regularly by a qualified professional • Ensure that servicing and repairs are undertaken in line with the manufacturer’s requirements. • Ensure the vehicle passes a roadworthy inspection, or an inspection approved by ST VIC every 12 months. • Ensure the driver checks the vehicle is safe before they drive it. • Fix, or ensure that the vehicle owner fixes, any vehicle safety issues I’m told about, or identify, before the vehicle is used again. • In the event of a manufacturer safety recall, not allocate any trips to the vehicle until action has been taken to comply with the recall. • Ensure vehicle repairs or servicing are completed by a qualified professional. • Ensure that basic checks or maintenance work is undertaken by skilled personnel. • Ensure that vehicles have any safety equipment a driver might need to suit weather and road conditions, for example snow chains. • Only allocate trips to vehicles registered with ST VIC. • Establish a complaints management system to ensure that every relevant complaint is investigated promptly. • Respond to complaints from passengers about vehicle safety. • Ensure the vehicle is fit for purpose for the booking that was made. • Ensure all equipment is installed correctly and won’t dislodge.
Implement systems to ensure associated drivers have enough information, instruction, training or supervision to provide CPV services safely	<ul style="list-style-type: none"> • Develop, implement and audit policies for the maintenance and inspection of commercial passenger vehicles. • Develop and maintain a register of safety risks.
Support accessibility	<p>In relation to vehicles that provide both booked and unbooked services, ensure that the vehicle:</p> <ul style="list-style-type: none"> • is fitted with an electronic transaction terminal to process MPTP transactions, and • has tactile registration number signs fitted to the exterior of passenger doors forward of, and level with, the door handles, and • is fitted with number plates that have been issued with the written authority of ST VIC, that identify the vehicle as a vehicle that may lawfully provide unbooked commercial passenger vehicle services.

Wheelchair Accessible Vehicles (WAV)	<ul style="list-style-type: none"> • Ensure that all equipment such as wheelchair lifts, restraints and seatbelts are maintained to the manufacturer standards. • Ensure vehicles comply with the ST VIC Wheelchair Accessible Vehicle specifications.
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9.2.3 PASSENGER SAFETY

As a booking service provider I need to:	So, I will, so far as is reasonably practicable:
Provide instruction to associated drivers about providing safe CPV services and make sure they are following those instructions	<p>Ensure that the drivers I am allocating bookings to are aware that they must:</p> <ul style="list-style-type: none"> • drive to road, weather and traffic conditions. • not speed. • always use safe pick up and drop off points. • not drive while impaired by fatigue, or drowsiness. • not use illegal drugs or drive while impaired by any legal or illegal drugs. • have a 0.00 blood alcohol reading. • take regular breaks. • not drive if they are unwell or have a contagious illness. • not get distracted by: <ul style="list-style-type: none"> ○ dispatch systems ○ phones ○ navigation aids ○ other equipment. • only drive vehicles they are licensed to drive. • know how to use the vehicle controls and features. • follow all road rules (acknowledging that some of the above items refer to specific road rules). <p>Ensure that drivers are following instructions and guidelines.</p> <ul style="list-style-type: none"> • Take appropriate action if non-compliance, for example stop allocating bookings or provide driver with training. Action should escalate if the non-compliance is repeated. <p>Ensure all drivers confirm their identity before providing CPV services.</p>
Check the public register	<ul style="list-style-type: none"> • Check the ST VIC public register and only allocate bookings to accredited drivers and registered vehicles.
Report notifiable incidents	<ul style="list-style-type: none"> • If I become aware of a notifiable incident, report it to ST VIC as soon as possible, and no later than 10 business days after becoming aware. • Add any newly identified risks to my risk register.
Support accessibility	<p>Ensure that drivers I am allocating bookings to understand that they must:</p> <ul style="list-style-type: none"> • Give reasonable help to passengers who have a physical or intellectual disability, or have limited mobility • Allow assistance animals in their vehicle and assist the passenger and their animal as needed • Assist passengers where necessary, while being mindful of passengers' personal space and incidental contact.
Support Wheelchair Accessible Vehicles (WAV)	<p>If allocating wheelchair bookings, ensure that:</p> <ul style="list-style-type: none"> • the driver is endorsed to drive a WAV.

	<ul style="list-style-type: none"> • all WAV equipment such as lifts and hoists, seatbelts and restraints are equipped to operate in the correct manner. • the vehicle meets all <u>requirements to be a wheelchair accessible vehicle</u>, including that it is carrying appropriate restraints for each wheelchair position in the vehicle and that these are in good working order, for example free from fraying.
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9.2.4 Driver safety

As a booking service provider I need to:	So, I will, so far as is reasonably practicable:
Provide instruction to associated drivers about providing safe CPV services and make sure they are following those instructions	<p>Ensure that the drivers I am allocating bookings to are aware that they must:</p> <ul style="list-style-type: none"> • drive to road, weather and traffic conditions. • not speed. • always use safe pick up and drop off points. • not drive tired, drowsy or fatigued. • not use illegal drugs or drive while impaired by any legal or illegal drugs. • have a 0.00 blood alcohol reading. • take regular breaks. • not drive if they are unwell or have a contagious illness. • not get distracted by: <ul style="list-style-type: none"> ○ dispatch systems ○ phones ○ navigation aids ○ other equipment. • only drive vehicles they are licensed to drive. • know how to use the vehicle controls and features. • follow all road rules (acknowledging that some of the above items refer to specific road rules). • follow manual lifting guidelines, particularly in relation to lifting luggage and other passenger effects. <p>Ensure that drivers are following instructions and guidelines.</p> <ul style="list-style-type: none"> • take appropriate action if non-compliance is identified, for example stop allocating bookings or provide driver with training.
Allocate bookings to drivers	<ul style="list-style-type: none"> • Ensure that drivers are appropriately trained and endorsed for the vehicles they use and the services they are providing. • Only allocate bookings to drivers with safe, roadworthy vehicles. • Only allocate bookings to vehicles with current CPV registration. • Only allocate bookings to vehicles that have successfully completed a ST VIC – approved vehicle inspection in the previous 12 months or are less than 12 months old. • Maintain, where possible, a general awareness of drivers’ wellbeing. • Notify police if I suspect there is an imminent threat to safety (of a driver or passenger), or if I become aware of a threat to the safety of a driver or passenger. • Provide adequate support to drivers when needed.
Provide passengers with professional customer service	<p>Ensure drivers I am allocating bookings to are aware that the vehicle is a workplace and therefore:</p>

	<ul style="list-style-type: none"> • Are aware that non-consensual sexual conduct is a criminal offence that can result in jail; and that consensual sexual conduct is inappropriate and will result in ST VIC suspending or cancelling driver accreditation. • Avoid using offensive or discriminatory language. • Avoid inappropriate discussions including discussions of sex or dating or asking passengers their relationship status. • Do not ask for passengers' personal contact details. • If they receive a passenger's personal contact details in the course of providing CPV services, do not use the contact details for any other purpose. • Do not follow passengers once they get out of the vehicle. • Ensure that drivers obtain a Working With Children Check (WWCC) if they regularly transport passengers under the age of 18 that are not accompanied by an adult. Examples include: <ul style="list-style-type: none"> ○ where a BSP advertises child transport services, and I provide those services. ○ where a driver regularly transports children, who are not accompanied by an adult to or from school or other social activities. • Ensure that a driver knows to seek advice from you or WWCC Victoria if they are unsure.
Support accessibility	<p>Ensure drivers I am allocating bookings to understand they must:</p> <ul style="list-style-type: none"> • Assist passengers where needed, while being conscious of passengers' personal space.
Wheelchair Accessible Vehicles (WAV)	<p>Ensure that drivers:</p> <ul style="list-style-type: none"> • Are endorsed to drive a WAV. • Can correctly and safely operate all WAV equipment such as lifts and hoists, seatbelts and restraints. • Carry appropriate restraints for each wheelchair position in the vehicle and that these are in good working order, for example free from are mindful of their own capability and safety, particularly in relation to manual lifting and handling tasks.

9.3.0 PERSONS WITH CONTROL OVER THE PROVISION OF COMMERCIAL PASSENGER VEHICLE SERVICES

9.3.1 WHAT DO PERSONS WITH CONTROL OVER THE PROVISION OF CPV SERVICES DRIVERS NEED TO DO?

This section provides further practical guidance about what persons with control over the provision of commercial passenger vehicle services need to ensure, including that vehicles, passengers and drivers associated with the services they have control over, always remain safe. This classification covers those people and entities that do not meet the definition of booking services provider, vehicle owners or driver but still have control over CPV services. It does not include passengers. For example, this may include, but is not limited to:

related entities of another duty holder

people or entities engaged to manage commercial passenger vehicle services (or any part of them) on behalf of another duty holder. It is important to note that a duty holder cannot be relieved of its safety duties by contracting with a third party.

9.3.2 CPV service safety

If I:	I will, so far as is reasonably practicable:
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Am consulting, or contracting to a safety duty holder	<ul style="list-style-type: none"> • Understand that I have my own safety duties that sit alongside the safety duties of the organisation I'm working with. • Not compromise safety.
Am a related entity of a safety duty holder	<ul style="list-style-type: none"> • Understand that if I am exercising control over commercial passenger vehicle services, I have safety duty responsibilities. • Not compromise safety.
Am developing training or guidance material	<ul style="list-style-type: none"> • Ensure that the advice and information I am providing is conveyed in a way that is easy to understand and provide sufficient information for people to meet their safety duties.
Report notifiable incidents	<ul style="list-style-type: none"> • If I become aware of a notifiable incident, report it to ST VIC as soon as possible, and no later than 10 business days after becoming aware.

9.4.0 SUPPLIERS OF SERVICES AND EQUIPMENT

9.4.1 WHAT DO SUPPLIERS OF SERVICES AND EQUIPMENT NEED TO DO?

This section provides further practical guidance about what suppliers of services and equipment need to ensure, including that:

- equipment or services they provide for use in vehicles is safe
- vehicles to which they have provided services are safe
- passengers who travel in vehicles that use their equipment or services are safe
- drivers that travel in vehicles that use their equipment or services are safe.

9.4.1.1 CPV SERVICE SAFETY

If I:	I will, so far as is reasonably practicable:
Supply equipment	<ul style="list-style-type: none"> • Install equipment correctly. • Make sure the equipment meets relevant specifications and Australian standards. • Maintain and repair the equipment to manufacturer standards. • Confirm that any vehicle modifications are safe and fit for purpose. • Make sure the equipment doesn't affect safe operation of the vehicle. • Make sure in-vehicle equipment is appropriately secured and will not dislodge. • Make sure the equipment doesn't hinder the vehicle safety system, for example airbags. • Provide appropriate instruction to users, so they know how to operate equipment properly. • Provide appropriate instructions to users, so they understand the conditions necessary for safe usage.
Supply services	<ul style="list-style-type: none"> • Make sure vehicles and equipment are maintained and serviced to the manufacturer's standard.
Supply services or equipment to a wheelchair accessible vehicle	<ul style="list-style-type: none"> • Provide appropriate instruction and information to drivers and vehicle owners to enable them to operate any equipment properly. This may include for example operational and training manuals.
Wheelchair Accessible Vehicles (WAV)	<ul style="list-style-type: none"> • Make sure equipment is not modified outside of the manufacturer's or ST VIC's WAV specifications.

Report notifiable incidents	<ul style="list-style-type: none"> If I become aware of a notifiable incident, report it to ST VIC as soon as possible, and no later than 10 business days after becoming aware.
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9.4.1.2 DRIVERS

9.4.1.2.1 What do drivers need to do?

This section provides further practical guidance about what drivers need to ensure, including that:

- the vehicle they drive to provide CPV services is safe
- their passengers are safe
- they are safe.

9.4.1.2.2 VEHICLE SAFETY

As a driver, I need to:	So, I will:
Ensure the vehicle is safe prior to use	<ul style="list-style-type: none"> Inspect the vehicle before starting a shift to ensure that it is safe to drive. Confirm that the vehicle has had a roadworthy or ST VIC – approved inspection within the last 12 months. Confirm that equipment is installed safely and correctly. If I am aware of a manufacturer safety recall that applies to my vehicle, not drive the vehicle until action has been taken to comply with the recall.
Report safety risks	<ul style="list-style-type: none"> Report any safety risks that I notice to the vehicle owner, and not use the vehicle until repairs have been done. Report any upcoming maintenance or service issues that I am aware of to the owner.
Driver licence and endorsement/s	<ul style="list-style-type: none"> Ensure I have the right licence for the vehicle I drive.
Maintain vehicle safety during use	<ul style="list-style-type: none"> Properly secure loads and luggage. Ensure I know how to operate the vehicle correctly, including vehicle controls, windscreen and mirrors.
Support accessibility	<ul style="list-style-type: none"> Give reasonable help to passengers who have a physical or intellectual disability or have limited mobility. Allow assistance animals in my vehicle and assist the passenger and their animal as needed.
Wheelchair Accessible Vehicles (WAV)	<ul style="list-style-type: none"> If providing wheelchair accessible services <ul style="list-style-type: none"> confirm the vehicle meets all requirements to be a wheelchair accessible vehicle. correctly and safely operate all WAV equipment such as lifts and hoists, seatbelts and restraints. carry appropriate restraints for each wheelchair position in the vehicle and that these are in good working order, for example free from fraying. be mindful of my own capability and safety, particularly in relation to manual lifting and handling tasks. hold the endorsement to drive a WAV.

9.4.1.2.3 PASSENGER SAFETY

As a driver, I need to:	So, I will:
Provide adequate restraints	<ul style="list-style-type: none"> Ensure that I have enough seatbelts and restraints for the number of passengers I drive. This includes wheelchair restraints and child restraints, if applicable.

	<ul style="list-style-type: none"> • Ensure that children are using a child restraint that is appropriate to their age and size and that it is fitted to the vehicle correctly.
Act safely and professionally towards passengers and other road users	<p>Follow all road rules and drive to road, weather and traffic conditions, including:</p> <ul style="list-style-type: none"> • Driving at a safe and legal speed • Using safe and legal pick up and drop off points • Ensuring passengers exiting the vehicle check for hazards or other road users including traffic or cyclists. • Not use illegal drugs or drive while impaired by any legal or illegal drugs. • Taking regular breaks • Not driving passengers when I am feeling unwell • Not driving while impaired by fatigue or drowsiness • Not driving passengers when there is a risk I will make others sick. • Not being distracted from driving by: <ul style="list-style-type: none"> ○ dispatch systems ○ phones ○ navigation aids ○ other equipment ○ Only using the following devices in a safe manner: <ul style="list-style-type: none"> ○ dispatch systems ○ phones ○ navigation aids ○ other equipment. • Only driving vehicles I am licensed to drive.
Display identification and signage	<ul style="list-style-type: none"> • Ensure my photo and accreditation number/identification material is always clearly visible to the passenger, either in the vehicle or transmitted electronically before the start of the trip. • Ensure that my vehicle is identifiable as a commercial passenger vehicle with signage. • Ensure I confirm my identity with my BSP if required to, before providing CPV services.
Manage health and safety	<ul style="list-style-type: none"> • Not smoke in the vehicle. • Assist passengers to get in and out of the vehicle if requested. • If assisting a passenger, be aware of their personal space. • Follow the passenger's route directions, if requested. • Make sure passengers are wearing seatbelts. • Make sure that if children are using a child restraint, it is appropriate to their age and size and is fitted correctly.
Report notifiable incidents	<ul style="list-style-type: none"> • If I become aware of a notifiable incident, report it to ST VIC as soon as possible, and no later than 10 business days after becoming aware.
Act in a professional way	<p>Always remember that the vehicle is a workplace and:</p> <ul style="list-style-type: none"> • Not inappropriately touch passengers or engage in sexual conduct with passengers. • Avoid using offensive or discriminatory language. • Avoid inappropriate discussions including discussions of sex or dating or asking passengers their relationship status. • Not ask for passengers' personal contact details.

	<ul style="list-style-type: none"> • If I receive passengers' personal contact details in the course of providing CPV services, not use the contact details for any other purpose. • Not follow passengers once they get out of the vehicle. • Ensure that I obtain a Working With Children Check (WWCC) if I regularly transport passengers under the age of 18 that are not accompanied by an adult. Examples include: <ul style="list-style-type: none"> ○ My booking service provider advertises child transport services, and I provide those services. ○ I regularly transport children who are not accompanied by an adult to or from school or other social activities. • If I'm unsure whether I need a WWCC, seek advice from my booking service provider or WWCC Victoria.
Support accessibility	<ul style="list-style-type: none"> • Give reasonable help to passengers who have a physical or intellectual disability or have limited mobility. • Allow assistance animals in the vehicle. • Use safe pick up and drop off points, specific to the needs of the passenger, while considering other road users. • If assisting the passenger, be aware of personal space and incidental contact.
Wheelchair Accessible Vehicles (WAV)	<ul style="list-style-type: none"> • If providing wheelchair accessible services: <ul style="list-style-type: none"> ○ confirm the vehicle meets all requirements to be a wheelchair accessible vehicle. ○ correctly and safely operate all WAV equipment such as lifts and hoists, seatbelts and restraints. ○ carry appropriate restraints for each wheelchair position in the vehicle and that these are in good working order, for example free from fraying. • Be mindful of my own capability and safety, particularly in relation to manual lifting and handling tasks. • Not use equipment if I know it is faulty. • Only use the appropriate equipment for the task.

9.4.2.4 Driver safety

As a driver, I need to:	So, I will:
Act safely and professionally towards passengers and other road users	<p>Whether I have a passenger or am driving on my own I will:</p> <ul style="list-style-type: none"> • Follow all road rules and signs • Drive to road, weather and traffic conditions • Not speed • Always use safe pick up and drop off points • Check for hazards or other road users including traffic or cyclists when exiting the vehicle • Not drive when impaired by fatigue or drowsiness • Not use illegal drugs or drive while impaired by any legal or illegal drugs. • Take regular breaks • Not drive if I am unwell or have a contagious illness • Comply with all booking service provider and vehicle owner policies • Only use the following devices in a safe manner (and not be distracted): <ul style="list-style-type: none"> ○ dispatch systems

	<ul style="list-style-type: none"> ○ phones ○ navigation aids ○ other equipment. ● Only drive vehicles I am licensed and accredited to drive. ● Only use the vehicle for the purpose for which it was intended. ● Ensure I know how to operate the vehicle safely.
Look after my safety when dealing with passengers	<ul style="list-style-type: none"> ● Not allow a passenger into my vehicle if I feel unsafe. ● Not chase fare evaders but refer the matter to police if I choose to. ● Remove myself from an aggressive or violent situation. ● Only assist passengers if it's safe to do so. ● Use correct lifting techniques, for example when assisting with luggage. ● Be mindful of my own safety, particularly when lifting items or assisting passengers. ● Not stand on wheelchair lifts or hoists.
Be aware of my environment	<ul style="list-style-type: none"> ● Check for hazards before I exit the vehicle. ● Not keep valuable items or large amounts of cash in the vehicle. ● Call the police if I feel unsafe or in danger. ● Call 000 in an emergency.
Ensure my behaviour remains professional at all times	<p>Always remember that the vehicle is a workplace and:</p> <ul style="list-style-type: none"> ● Not inappropriately touch passengers or engage in sexual conduct with passengers. ● Avoid using offensive or discriminatory language. ● Avoid inappropriate discussions including discussions of sex or dating or asking passengers their relationship status. ● Not ask for passengers' personal contact details. ● If I receive passengers' personal contact details in the course of providing CPV services, not use the contact details for any other purpose. ● Not follow passengers once they get out of the vehicle. ● Ensure that I obtain a Working With Children Check (WWCC) if I regularly transport passengers under the age of 18 that are not accompanied by an adult. Examples include: <ul style="list-style-type: none"> ○ My booking service provider advertises child transport services, and I provide those services. ○ I regularly transport children who are not accompanied by an adult to or from school or other social activities. ● If I'm unsure whether I need a WWCC, seek advice from my booking service provider or WWCC Victoria. ● Respect other road users.
Report notifiable incidents	<ul style="list-style-type: none"> ● If I am involved in or become aware of a notifiable incident, report it to ST VIC as soon as possible, within 10 business days.
Support accessibility	<ul style="list-style-type: none"> ● Use correct manual handling techniques when lifting items or assisting passengers.
Wheelchair Accessible Vehicles (WAV)	<ul style="list-style-type: none"> ● Operate wheelchair lifts correctly and appropriately.

INCIDENT REPORT FORM

[Driver Incident Report Form](#)

10.0 NOTIFIABLE INCIDENT REPORTING

As of 1st March 2019, it is a requirement to report to ST VIC of any notifiable incidents. As part of the *Commercial Passenger Vehicle Industry Regulations 2018*, reporting these incidents is a responsibility of the following duty holders:

- Booking Service Provider
- Commercial passenger vehicle owner
- Commercial passenger vehicle driver
- Those with control over the provision of commercial passenger vehicle services
- Supplier of equipment to commercial passenger vehicles.

If you are a duty holder, you must notify the ST VIC within ten business days of becoming aware an incident has occurred.

It is an offence not to report a notifiable incident. The failure to do so may result in compliance action by ST VIC.

Drivers, vehicle owners and equipment suppliers who experience an incident, are encouraged to notify their BSP of the incident, and the BSP can notify the ST VIC on their behalf.

Incidents that need to be reported include but are not limited to:

- the death of any person
- the serious injury* of any person (this includes but is not limited to incidents that require emergency medical services assistance)
- attendance by police
- attendance by a health professional.

Incidents are to be reported to the [online form at the bottom of this web page](#).

The Customer Service Centre will record all incidents in the Incident Report register on SharePoint. They will then notify the Melbourne Manager when an incident must be reported to ST VIC as above. Melbourne manager will record it on shared Master Sheet "[Notifiable Incidents Report](#)".

11.0 GENERAL

11.1 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](#)

11.2 DOCKET EXAMPLES

For full docket examples please refer to the following link

Link [docket examples document](#)

11.3 DRIVER TRAINING MANUAL

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

11.4 MAPS

Melbourne Metropolitan Hospitals & Health Services Locations

Please refer to the below link;

[Metro Hospital List \(healthcollect.vic.gov.au\)](http://healthcollect.vic.gov.au)

11.5 ENTERTAINMENT

Entertainment Centre List

Please refer to the below links;

[Entertainment, Melbourne, Victoria, Australia \(visitmelbourne.com\)](https://www.visitmelbourne.com)

[Crown Entertainment & Upcoming Events - Crown Melbourne](#)

11.6 SPORTS VENUES

Please refer to the below link;

[Sports venues, Melbourne, Victoria, Australia \(visitvictoria.com\)](https://www.visitvictoria.com)

11.7 AIRPORTS

Please refer to the below links;

[Melbourne airports information at Skyscanner](#)

[Melbourne Airport - Flight Information, Shopping & Parking](#)

[Home - Avalon Airport](#)

11.8 UNIVERSITY

List of Universities in Melbourne

Please refer to the below link;

[Melbourne University List | Australian Universities](#)