

Taxis in South Australia

DRIVER RESPONSIBILITIES

Communications

Drugs and alcohol

Be honest, polite and patient in network communication and, as far as possible, cooperate in the efficient and responsive processing of network bookings.

Ensure that the centralised booking service (CBS) is notified if you take a mobile telephone booking or a verbal booking during your shift.

Assist other drivers with disabled vehicles, particularly if the disabled vehicle is carrying a passenger.

It is always a good idea to check the vehicle for lost property at the end of each shift and report any found items to CBS.

It is vital that you report any security-related incident immediately and comply with directions from police officers or any other authorised officer at the scene.

Taxi drivers will not:

- drive a taxi while there is any alcohol level present in his or her blood
- consume or use any alcohol, drug or prohibited substance between the time of commencing work and of ceasing work on any day
- permit a passenger to consume or use a drug or prohibited substance in the taxi.

This is a zero-tolerance issue in South Australia.



For further information contact:
Taxi Council South Australia
Incorporated

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Government of South Australia
Department for Transport,
Energy and Infrastructure

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What
You
NEED
to
Know

You must treat all customers with courtesy, helpfulness and honesty.

Your passengers

You can play your part in helping to build and maintain a good reputation for South Australia's taxi drivers and our taxi industry.

The responsibilities of taxi drivers are covered by the *Passenger Transport (General) Regulations 1994* and reflect the principles of good customer service.

As an accredited taxi driver in South Australia, you must treat all customers with courtesy, helpfulness and honesty, and pay particular attention to the needs of the frail, aged, disabled, and children.

You are expected to provide assistance to passengers if they require your help to get into or out of the taxi and/or to load and unload luggage.

Drivers will take the shortest and/or most practicable route, unless the passenger requests otherwise.

No matter what the distance, you must accept all lawful requests for carriage within metropolitan Adelaide. However, you are not obliged to accept a hiring or to continue to carry a passenger if that person:

- is apparently intoxicated or under the influence of a drug
- gives you reasonable cause to believe that the fare will not be paid

- gives you reasonable cause to believe that the hiring is required for some illegal purpose
- gives you reasonable cause to believe that the passenger intends to commit an offence during the journey
- acts in a threatening or abusive manner
- consumes or uses alcohol, a prohibited drug or substance
- smokes while in the taxi
- refuses or fails to use a seat belt or child restraint that is available for use in the taxi.

It is unlawful to discriminate against a person because of the person's sex, race, disability, age, marital status, sexuality or pregnancy.

A driver must also be particularly sensitive to the needs of people with disabilities, including obligations to allow authorised assistance animals to accompany passengers.

A passenger who has a visual disability, hearing disability or any other disability who requires a Guide Dog or a Working animal must be allowed to use the service provided that the animal is able to behave in a safe and appropriate manner on public transport.

Fares payment

Drivers will readily accept all credit vouchers authorised by the centralised booking service and provide EFTPOS facilities where required.

Acceptable methods of fare payment include cash, a docket issued as part of the South Australian Transport Subsidy Scheme (SATSS), approved credit cards or by any other means approved by the Minister.

Your equipment

The safety and comfort of passengers is your responsibility. Observe the laws that relate to safe driving. Sensible driving practices will also minimise wear and tear on the vehicle.

Offer to put on the air conditioning on warm or hot days.

You must display your current identification at all times inside the vehicle.

Wear your uniform with pride, ensuring that it complies with standards - colour, clothing type and style. Your uniform should be clean and pressed, with no holes, tears or stains.

Drivers are expected to maintain a reasonable standard of personal cleanliness and appearance and keep the interior of the taxi clean and tidy.

Check that any security camera system fitted to the taxi is operating correctly before commencing a shift. Drivers should not be available for hire, stand at a taxi-stand or accept a hiring if a security camera system fitted to the taxi is not operating correctly.