

Code of practice: taxi operators

The operator of a taxi service will:

1. Treat customers with courtesy, helpfulness and honesty.
2. Keep a vehicle as clean as possible when used for carrying passengers for hire or reward.
3. Ensure that the vehicle is maintained to regulated standards of passenger comfort and safety, and is mechanically and bodily sound.
4. Deal promptly and courteously with complaints, including those directed from the Minister.
5. Prominently display on a vehicle information identifying the centralised booking service to which it belongs and the credit facilities that are accepted.
6. Not engage in dishonest or dishonourable conduct in relation to a service or in relation to the accreditation, and not permit a driver to do so.
7. At all times comply with Board's policies directed at promoting service to the public.
8. Ensure that customers will have access to at least all credit facilities authorised by the centralised booking service.
9. Ensure that a sufficient supply of credit vouchers is available to the driver at the beginning of each shift.
10. Ensure that drivers are aware of the requirements of the relevant code of practice for drivers.
11. Not leave the membership of a centralised booking service before the operator has fulfilled all of his or her financial obligations to that service.
12. Have regard to existing laws about not discriminating against a person because of the person's sex, race, disability, age, marital status, sexuality or pregnancy.
13. Be particularly sensitive to the needs of people with disabilities.
14. Ensure that drivers are aware of the procedures to be followed in the event of an incident that requires the downloading of material from a security camera system, including where to take the taxi for that downloading to occur.
15. Ensure that the Minister and the relevant centralised booking service are informed when a security camera system is installed in the taxi, or transferred to another taxi.