

Code of practice: taxi drivers

A taxi driver will:

1.Treat all customers with courtesy, helpfulness and honesty, and pay particular attention to the needs of the frail aged, disabled and children.

2.Take the shortest and/or most practicable route, unless the passenger requests otherwise.

3.Observe the laws that relate to safe driving.

4.Not take drugs as a means of overcoming fatigue, ensure that he or she does not have any concentration of alcohol in his or her blood while driving, and observe the laws that relate to driving under the influence of drugs.

5.Readily accept all credit vouchers authorised by the centralised booking service.

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

7.Accept all lawful requests for carriage within Metropolitan Adelaide, no matter what the distance.

9.Display current identification at all times inside the vehicle.

10.Keep the interior of the taxi clean and tidy.

11.Drive in a manner that will minimise wear and tear on the vehicle.

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

15.Check the vehicle for lost property at the end of each shift.

16.Ensure that the centralised booking service is notified if a mobile telephone or other form of communications facility is installed in the taxi, used in conjunction with the taxi or otherwise used to book the taxi.

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

18.Check that a security camera system fitted to the taxi is operating correctly before commencing a shift.

19.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.

20.Report any security related incident immediately it is safe to do so.

21.Following a security related incident, comply with any direction of the

Minister, a police officer, an authorised officer or other officer, or another person acting under the authority of the Minister.