

Schedule 10-Code of practice: Centralised Booking Services

The operator of a centralised booking service will:

1.Ensure that all customers and potential customers are treated in a courteous manner, and that complaints or enquiries are handled efficiently, honestly, responsibly and impartially.

2.Specify a uniform for its drivers. The minimum standard of the uniform will be:

- Shirt: business style, collar attached in the approved service's colour.
- Trousers/skirts/jumpers/cardigans/jackets: as approved by the service.
- Shorts: conventional business style walk shorts can be worn but only with long socks worn pulled up.
- Shoes: black or brown leather, conventional style. Sandals and other footwear may be worn if approved by the service.

All uniforms will show clearly the name of the service.

3.Regularly monitor the fleet to ensure that vehicles are kept clean and tidy, both inside and outside.

4.Not knowingly allow vehicles with serious defects to use the service.

5.Be familiar with and comply with all regulations set down from time to time under Commonwealth laws relating to radio and other forms of communication.

6.Ensure that all staff are adequately trained to carry out their respective duties.

7.Ensure that there are sufficient telephonists on duty at all times to enable each operator to acquire and record appropriate customer information.

8.Ensure that procedures are fair and equitable in the allocation of bookings and are non-discriminatory.

9.Ensure telephonists and dispatchers understand that it is unlawful to discriminate against a person because of the person's sex, race, disability, age, marital status, sexuality or pregnancy, and are particularly sensitive to the needs of people with disabilities.

10.Ensure that an accredited driver operating within the service is aware of the service's policies, initiatives or other matters relating to an efficient service to its customers.

11.Ensure that drivers and operators are aware of, and abide by their respective codes of practice.

12.Seek at all times to foster service to the public and promote the passenger transport industry as a whole.

13.At all times observe and promote truth in advertising.

14.Take immediate disciplinary action against employees and drivers for serious breaches of customer service requirements.

15. Not accept an operator into membership of the service unless the operator has a clearance from the service that he or she has left. A decision regarding clearance should be finalised within 24 hours.

16. Put into place and observe a policy for ringing off work to ensure that all taxi customers are not disadvantaged.

17. Keep a record of all breaches of the drivers code in a register, and make that register available to the Minister, or to the driver, on request.

18. Undertake public awareness and education regarding the use of vehicles participating in the service.

19. Ensure that all docketts of the South Australian Transport Subsidy Scheme (SATSS docketts) are:

- thoroughly checked at the time of presentation by the driver, to ensure that the driver has actually carried out the work;
- tagged and recorded in such a manner that any information from that docket can be accessed quickly and accurately;
- returned to the operator if there are any obvious deletions or alterations, or if the docket is not legible.

20. Take all necessary steps to ensure that SATSS docketts are not being fraudulently or inappropriately lodged.

21. Appoint a Security Liaison Officer in connection with the installation and operation of security camera systems in taxis.

22. Provide a reasonable level of advice and assistance to operators and drivers in connection with the operation and maintenance of security camera systems installed in taxis.

23. Advise the relevant operator if a driver fails to comply with a procedure for the operation and use of a security camera system fitted in the taxi, or for the downloading of material or the provision of material to the police or the Minister.

24. On request, provide a driver with information on where material can be downloaded from a security camera system fitted to a taxi following a security related incident.

25. Maintain a register of taxis fitted with security camera systems (including details of the registration number of the taxi, the kind of system installed, and other information determined by the Minister).