



TAXI DRIVER TRAINING HANDBOOK





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Welcome to Aerial Capital Group

Aerial Capital Group is an Australian transport logistics company operating the capital's largest fleet of passenger vehicles including taxis, hire cars and shuttle buses. Aerial also provides associated specialist transport services to support owners, operators and drivers. Aerial Capital Group provide transport and communication services to Canberra and surrounding region. Our taxi fleets include:



Canberra Elite has been providing taxi services to the ACT and NSW region since 1957. You will see our fleet working hard from Civic to Cooma and Barton to Bungendore.



A fleet servicing the people of Queanbeyan and the ACT through the cross border agreement between the Queanbeyan City Council and the ACT Government.



The High Occupancy Taxi Fleet (HOTS) provides Taxi services to larger groups of customers that cannot fit inside a standard size taxi.



Silver Service is a prestige taxi fleet offering quality of service based on luxury sedans with professional and courteous drivers. The Silver Service fleet has developed a strong base of corporate clients.



Names and Locations of Marked Taxi Ranks

City Main 'Acton'	Mort St	Fyshwick (DFO)	Iron Knob St
City Central 'Georges'	London Cct	Garran	Canberra Hospital Main Entrance
City North 'Jolimont'	Moore st	Gungahlin	Hibberson St
City East 'Waltons'	Bunda St	Hawker	Hawker Pl
City South 'Casino'	Allara St	Hyatt Rank	Side Rd near entrance
City West 'William Clemens')	William Clemens St	Jamison Side	Carpark Newsagency
ADFA	ADFA Roundabout	Jamison Main	Jamison Centre main
Mecure Hotel	Mercure Hotel Front Entrance	Kaleen	Off Georgina St
Airport	Terminal Ave, Airport	Kambah	Adj. Kambah Woolworths
Alinga	Alinga St, City Bus Interchange	Kingston	Giles St
Barton	Sydney Av	Kingston Forshore	Eastlake Parade
Belconnen	Benjamin Way	Kippax	Hardwick Cr
Braddon	Lonsdale St	Lathlain	Lathlain St
Bruce 'Calvary'	Mary Potter Cct, Calvary Main Entrance	Lyneham	Wattle St
Calwell	Webber Cr	Manuka	Franklin St
Chisholm	Adj. Coles Chisholm	Mawson	Heard St
Conder	Lanyon Market Place	Middle	Parkes Pl
Corinna	Corinna St	Mitchell	Adj. EPIC Main Ent
Curtin	Adj. Statesman Hotel Bottle Shop	Parliament Rank	Underground Car park
Deakin	Hopetoun Cct	Races	Carpark off Randwick Rd
Deakin West	Denison St	Railway	Burke Cr, Carpark
Dickson	Carpark near Dickson Library	Tuggeranong	Anketell St
Erindale	Erindale Main Ent	Weston	Brierly St
Fyshwick	Newcastle St	Woden	Adj. Bus Interchange,



Rates and Charges

- Rate 1: Standard Hirings (1-4 Passengers in a Single Fare)**
From 0600 hrs to 2100 hrs Monday to Friday
- Rate 2: Standard Hirings (1-4 Passengers in a Single Fare)**
From 2100 hrs to 0600 hrs Monday to Friday
All Day Saturday, Sunday & Public Holidays
- Rate 3: For Multiple Hiring Only (Multiple Fares in a Single Trip)**
From 0600 hrs to 2100 hrs Monday to Friday
- Rate 4: For Multiple Hiring Only (Multiple Fares in a Single Trip)**
From 2100 hrs to 0600 hrs Monday to Friday
All Day Saturday, Sunday & Public Holidays
- Rate 5: For Maxi Taxis Only (5 to 7 Passengers – Rate 1 period)**
- Rate 6: For Maxi Taxis Only (5 to 7 Passengers – Rate 2 period)**
- Rate 7: For Maxi Taxis Only (8 or More Passengers – Rate 1 period)**
- Rate 8: For Maxi Taxis Only (8 or More Passengers – Rate 2 period)**

Additional Charges

Flag Fall:	Rates 1 and 2	\$5.00
(Meter begins at)	Rates 3 and 4	\$3.75
	Rates 5 and 6	\$7.50
	Rates 7 and 8	\$7.50
Detention Fee:	\$52.00 per hour for all vehicles	
Baby Capsule Fee:	\$5.00	
Airport Departure Toll:	\$3.00 (per vehicle)	
Soiling Charge:	\$50.00	
NSW Govt. Passenger Service Levy:	\$1.10 for all NSW pickups.	



Multiple Hiring Procedures

- Multiple hiring is used where there are a large number of passengers waiting on a rank and few taxis available, e.g. Airport
- Multiple hiring rate is 75% of standard fare
- Multiple Hiring is only permissible **if the first fare agrees** and there are more fares waiting than there are taxis available.
- If two or more people are traveling **together** they are considered one fare.
- The extra fares must be traveling in the same direction as the first fare.
- The first fare in must be the first fare out.
- Each fare needs to be informed they will each pay the metered fare at a reduced rate before leaving the rank and must agree.
- The metered fare should be reduced for any deviation from the direct route for the second and subsequent fares. The passengers should pay no more than 75% of the standard fare.

Refusal of Fares

The driver of a taxi that is available for hire **must** accept a hiring promptly when offered. A driver can refuse a fare under the following circumstances:

- A wheelchair passenger in a standard taxi where the wheelchair cannot be safely stowed in the taxi
- A passenger who has goods that cannot be safely stowed in the taxi
- The passenger is intoxicated or aggressive
- The passenger is eating or drinking liquor
- The passenger has soiled clothing that is likely to soil the taxi
- The intending passenger's destination is outside the ACT taxi region
- The intending passenger cannot, when asked, satisfy the driver that the person can pay the estimated fare for the proposed hiring
- The driver believes on reasonable grounds that the person will not pay the fare for the proposed hiring.



Carriage of Animals

A taxi driver must not allow anyone to place or carry in the taxi a dog, cat, bird or any other animal unless it is suitably confined in a box, basket or other container.

This does not apply to:

- An animal accompanying a person with a disability that is trained to help the person to alleviate the effect of the disability (assistance animal).
- An animal being trained to help alleviate the effect of a disability (assistance animal in training). **A driver cannot refuse an assistance animal under any circumstances.**

Aerial Rules and Processes, Uniform requirements, Disciplinary Process

- Aerial By-Laws are available on Aerial's website www.aerialcapitalgroup.com.au and by email on request. Drivers should ensure they read and understand these By-Laws.
- Penalties (points and fines) – are applied for any infringement of Aerial's rules and By-Laws. A driver who accumulates 12 points within a 3 year period will incur a 14 day suspension from Aerial's network.
- Road Marshalls can enforce driver and taxi standards on the road. They are authorised to report breaches of the rules and impose penalties.
- Uniform standards – all drivers must wear the Company uniform and other apparel as approved from time to time. The current approved uniform is long or short sleeve shirt with authorised CTIA or Canberra Elite logo, black or navy business trousers or shorts (no jeans or cargo trousers), black or brown enclosed leather shoes with socks. Outer garments must be the approved uniform. Headgear can include the uniform cap or broad brimmed hat.
- Driver PINs - must remain confidential. Any driver who allows unauthorised use of a driver PIN will incur a significant penalty
- Logon requirements – A driver must log on at the beginning of the shift and remain logged on while available for hire. At the end of a shift a driver must log off.
- Meter must be engaged for the duration of all hirings except fixed price where the MTData Pickup and Dropoff function is used.
- A driver must proceed directly to a pickup after accepting a job. For a time booking the driver may engage the meter at the pickup point at the booked time. For an



immediate job the driver can only engage the meter once contact has been made with the customer.

- Lost property procedures - Under normal circumstances, any lost property found within the taxi must be returned to the base within 24 hours unless contacted by the passenger or the base to arrange for an alternative. If an item is left in the cabin of the taxi it is the passenger's responsibility. However any items in the boot or luggage area of the taxi are the driver's responsibility and the driver must return the item/s to the passenger at no charge. **So you are required to assist passengers at all times with loading and unloading of the boot and ensure nothing is left behind.** Failure to return lost property to the base within 24 hours may result in a fine or suspension from the radio network.

Radio Etiquette

1. Only use the radio after all other options have failed.
2. Wait for your taxi number to be called before speaking.
3. When called, speak slowly and clearly and keep it brief.

Rank Etiquette

1. Taxi ranks are only for the use of taxis that are vacant and available for hire, with the exception of a taxi that is dropping off at the back of a rank.
2. It is an offence to leave a cab unattended on any taxi rank.
3. You must immediately move to the vacant position in front of you on the rank when that position becomes vacant
4. When sitting on a rank and available for hire you must not refuse any fare due to its distance or direction.

MTData Dispatch System

Aerial uses the MTData dispatch system in our taxi fleets. The Driver Handbook provides an explanation of how this system operates. The following provides further information not contained in the Handbook.

Rank Priority

There are Seven (7) ranks in the region that are treated differently than others. These ranks have a 'rank priority', which means the taxis plotted into the rank will have a priority to the radio work over taxis plotted into the area.

Rank priorities operate in the following nominated areas from 9.00am to 5.00pm seven days a



week.

The ranks covering areas:

- Gungahlin, Area 2
- Belconnen, Area 7
- Dickson, Area 9
- Woden, Area 20
- Weston, Area 21
- Parliament, Area 47
- Tuggeranong, Area 24

YOU MUST BE PHYSICALLY SITTING on the rank to plot into that particular rank.

Once you have driven into a rank area select **PLOT** from the main menu.

Then select **RANK** and press **AUTO**.

From here you should see the rank that you are on.

Press **[1]** on the screen or your keypad and you should receive a rank position.

Radio work will be dispatched to the first car logged onto the rank for these areas. If there are no cars plotted into these ranks then the radio work will be dispatched to the first available car plotted into the area.

If a car is plotted into the area for these six (8) areas, but not plotted onto the rank then radio work for that particular area will continually bypass that car and be offered to the car plotted onto that rank.

Payment Methods

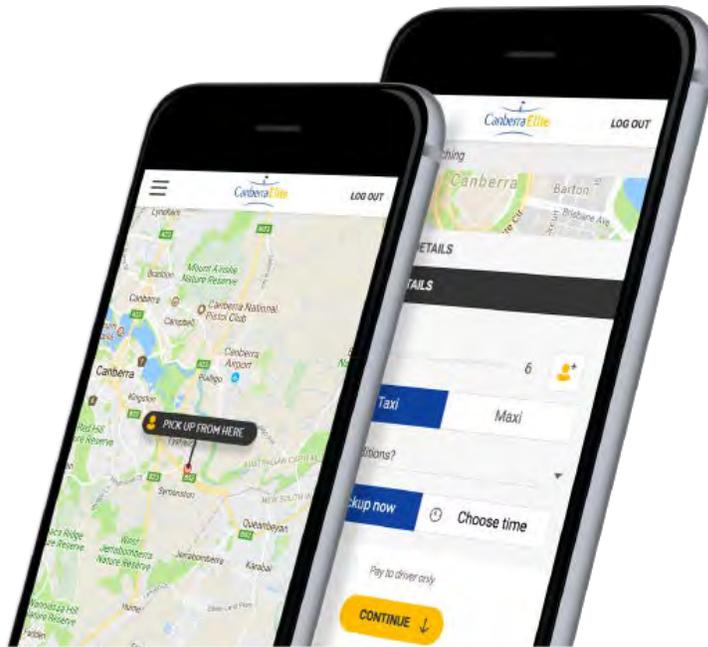
There are many ways in which passengers can pay for their taxi ride. These include:

- Cash
- Credit and debit card payments through an eftpos terminal
- Credit card payments via a booking app
- Aerial accounts
- Aerial Transport Vouchers
- Prepaid Fixed Fares on Canberra Elite Website www.CanberraElite.com.au

Booking Apps

For payments from the Canberra Elite website using Eway or the Canberra Elite or 13CABS App see the following driver instructions:

Canberra Elite Online Bookings CanberraElite.com.au



Customers may **PREPAY** a Fixed Fare at the time of booking.

The job will be offered as a fixed price on account.

The customer has **already paid** the fare in advance.

The driver must legally engage the meter and select pickup and drop-off. Do not charge the meter amount because the customer has already paid.

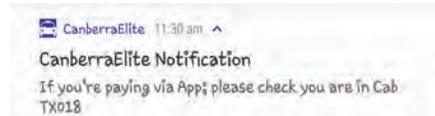
Do not process any manual dockets.

Remember to include the amount in your end of shift summary.



Canberra Elite Mobile App Download from the app store

When booking through the App, a customer has the ability of paying the metered fare via the App at the end of the Journey. The customer will be notified of the Tx number that has been assigned to their booking.



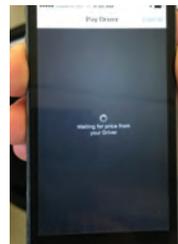
When you have stopped the meter follow the instructions to process the customers fare through the app;

1.



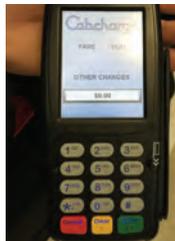
Select pay on the CabCharge Eftpos Terminal

4.



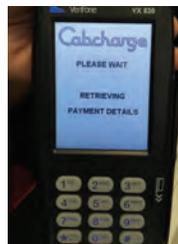
The CabCharge Eftpos Terminal and the customers mobile phone will sync.

2.



Enter the final fare shown on the meter & select Enter

5.



The CabCharge Terminal will update when details are confirmed and a receipt will be printed.

3.



Select the 'APP' Option on your Cabcharge machine.

6.



The screen will appear on the customers app once the payment has been processed through the Cabcharge Terminal and they can then rate their experience.



Taxi Subsidy Scheme and Vouchers

The Taxi Subsidy Scheme (TSS) exists in all States and Territories in Australia. The TSS Smartcard gives a passenger a discount of 50% or 75% off the metered fare. Maximum limits apply. The ACT TSS smartcard will only operate in Cabcharge terminals in ACT registered taxis. Drivers of Queanbeyan Elite taxis undertaking rank and hail work in the ACT MUST advise TSS customers they are unable to accept TSS Smartcards before the commencement of the hiring.

When a passenger gives you a TSS Smartcard:

- Press the TSS button on your Cabcharge terminal. You CANNOT use a TSS smartcard in a non-Cabcharge EFTPOS terminal.
- Place the Smartcard against the Smartcard reader (pay wave) – DO NOT INSERT THE CARD INTO THE MACHINE (unless requested by Cabcharge Terminal)
- The Cabcharge terminal will automatically calculate the amount to be paid by the passenger, and credit the remainder of the fare to the Cabcharge account.
- Provide the customer with both the TSS and the cash receipt.

Drivers do not need to know what level subsidy a passenger is entitled to as this will be calculated by the Cabcharge terminal. The lift fee, if applicable, is automatically calculated as part of the transaction. Drivers must NOT add the lift fee to the fare as an extra in the meter.

In the event that a TSS Smartcard or the Cabcharge terminal is down or faulty, drivers can use the TSS manual (fallback) paper vouchers:

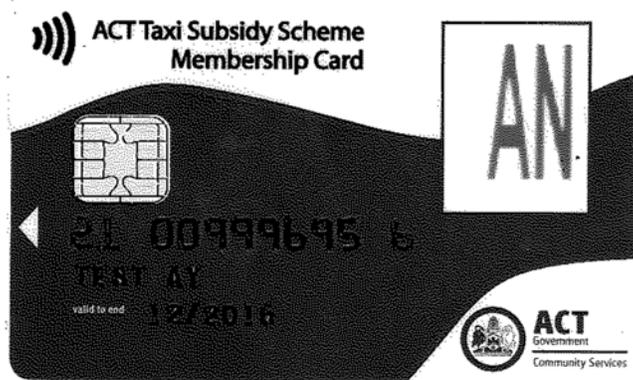
- Manually emboss the TSS fallback paper voucher;
- Complete the details required on the voucher and calculate the amount to be paid by the customer.
- You must include the booking number on the voucher for the subsidy to be paid.

Drivers should take note of the subsidy limits as claims made over this amount on fallback vouchers will not be paid. Please note it is an offence under the *Road Transport (Public Passenger Service) Regulation 2002* to make a fraudulent claim using TSS vouchers.

Passengers travelling from Queanbeyan / interstate will be required to use an interstate paper TSS voucher. Interstate smartcards cannot be processed by Cabcharge terminals. Please read and complete the interstate voucher carefully. Instructions on how to complete the voucher, including the amount of subsidy payable for each State/Territory can be found on the reverse side of the interstate voucher. Fallback vouchers or any other dockets submitted to the TSS from NSW licensed taxis will not be honoured by the TSS.

If you have any difficulty using the TSS, please contact the base for advice.

Below is an example of a ACT Tax Subsidy Scheme card:



Below is an example of a ACT TSS manual docket:

ACT TAXI SUBSIDY SCHEME	Conditions of Use
<p>These dockets are valid for use only in a licensed Taxi. The member is entitled to:</p> <ul style="list-style-type: none"> Category A – a subsidy at a base level (currently 50% of fare – up to a maximum of \$24.00) Category B – a subsidy at a higher level (currently 75% of fare – up to a maximum \$37.00) 	
<p>1. When to submit a docket</p> <p>It is a condition of ACT Community Services Directorate that every Taxi fare subject to a subsidy under the Taxi Subsidy Scheme must be processed electronically except where:</p> <ol style="list-style-type: none"> EFTPOS System is down EFTPOS equipment is faulty <p>This docket must not be embossed from a card that has been rejected by the EFTPOS terminal.</p>	<p>2. How to complete a docket</p> <p>This docket will only be accepted when the following details are clearly and accurately completed:</p> <ol style="list-style-type: none"> Members card details are fully and clearly embossed in the top left corner Date (DD/MM/YY) and Time (eg. 9:30) with AM or PM circled is completed Locations represented by a Suburb All monetary values are clear and calculated correctly Reason for docket is ticked All drivers details and Taxi group completed Docket is signed where required
	<p>3. How to submit a docket</p> <p>These dockets will only be accepted when submitted through the taxis affiliated depot.</p>

Below is an example of a Interstate TSS voucher:

Interstate Taxi Subsidy Voucher

This voucher is only valid if presented with the passenger's Victorian Tax Director's MPTP card
ISSUED IN VICTORIA

MPTP Member Number		start	finish	Fare (GST inclusive)	
		AM	AM	Total Metered Fare (incl Extras)	\$
		PM	PM		
TAXI REGISTRATION NUMBER DRIVER ID NUMBER		<ul style="list-style-type: none"> Subsidy 50% of total fare Subsidy must not exceed \$60.00 		Amount Paid by Passenger	
Total Metered Fare in words		Member's Signature			
Date		Driver's Signature		Voucher Value	
State of Travel		I certify that all details are correct			
From		To			

WARNING
Fraudulent use of travel vouchers or obtaining a benefit by deception is a criminal offence and will result in police prosecution

Other Manual Dockets

Cabcharge Breakdowns

Green Cabcharge emergency dockets (**fig. 1**) can only be used when the EFTPOS machine is down and you have to manually emboss a **Cabcharge Card**.

However this is done at the drivers risk and should the transaction fail the driver may not receive payment.

The **e** ticket is used the same as a Cabcharge card a green emergency docket is again used when the EFTPOS system is down.

Please note: Green Emergency Cabcharge dockets are not to be used for TSS hirings.

TSS have issued TSS fallback dockets that are to be used to manually emboss a TSS card if the Cabcharge terminal is offline.

PLEASE NOTE: You cannot emboss any bank issued cards including VISA, Mastercard etc.

If a passenger wishes to pay via debit/credit card and the EFTPOS is off-line you can take them via an ATM at **no extra cost**.

Completing an Emergency Green Docket with a TAXI eTICKET

1 Attach TAXI eTICKET here

2 Complete the date, Taxi No. and Taxi Group.

3 Complete the pick-up (from) and destination (to) locations and the start and finish times of the trip.

4 Complete the metered fare in figures.

5 Complete the amount of any extras in figures.

6 Complete the TOTAL of the fare in figures.

7 Complete the TOTAL amount of the fare in WORDS.

8 Sign the docket.

1 PASSENGERS MUST COMPLETE ALL TRIP DETAILS.

2 PASSENGERS ARE REQUIRED TO WRITE THE FARE IN WORDS BELOW.

3 REMEMBER, a signed and incomplete docket is an invitation to fraudulent activity for which you may not recover costs in the event of a dispute.

4 NEVER ACCEPT AN INCOMPLETE OR BLANK DOCKET.

HAND THE YELLOW COPY TO THE PASSENGER AS THEIR RECEIPT.

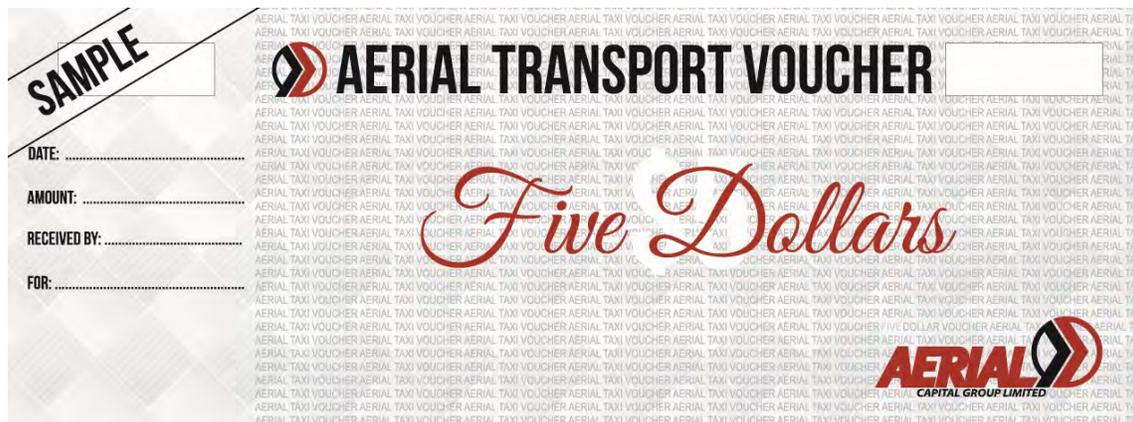


Aerial Transport Vouchers

Aerial Transport vouchers are an in-house pre-payment scheme for the use within Aerial taxis only.

These vouchers come in \$5.00 and \$10.00 denominations and are to be treated the same as a cash payment. i.e. If a fare is \$16.50 and you are given two (2) \$10.00 vouchers, you must give \$3.50 change.

They can be used in conjunction with other payment types (EFTPOS, credit or cash).



Customer Service

The aim of every taxi driver should be to provide a Taxi Service that exceeds the customers’ expectations. You only get one chance at a **first impression** so it’s important that all of the things below are done well to make sure the customer uses a Taxi again.

1. Be neatly attired in the uniform and other approved apparel. All shirts must be clean, well ironed and tucked in your trousers
2. Pay attention to personal Hygiene and Grooming Standards. Shower daily, brush teeth, Hair and use a Deodorant.
3. Keep the taxi clean inside and out and free from defects.



TIP: Do not use spray deodorisers that get into the seat fabric and is passed on to the passengers clothes.

4. Greeting of customers should be polite, respectful and well mannered

TIP: No matter if it's a good day or a bad day keep smiling you will be amazed at how your good attitude rubs off on the customers

5. Assistance

- As a Taxi Driver with Canberra Elite you are expected to always give assistance to the customer
- Help with loading and unloading of customers' goods (Groceries, Luggage, Walkers)
- Focus on your customer at all times

6. Where does the customer want to go?

Politely ask for the passengers' destination and if you don't know it ask the customer more questions. Never guess the destination.

- When using Navigational Aids like GPS and Street Directories remember the meter should not be started until you have confirmed where you are going. Also if you need to stop and check an address the meter should be paused while you look up the route. A customer should not be paying the price for a Drivers lack of knowledge.
- Even If you know the customers destination you should always confirm the route with the customer first to avoid any misunderstandings. The customer's way is always the best way.

7. Confidence in the Taxi Driver

- Prove to the customer you know things about Canberra like naming roads when you ask them which way they would like to go
- Drive in a safe and professional manner (Two hands on the wheel)
- Use the equipment inside the taxi in a professional manner

8. Dealing With Complaints

- If a passenger has a complaint or is dissatisfied with some aspect of the service provided, it is your job to deal with the complaint in a satisfactory manner so that the passenger feels that the complaint has been dealt with appropriately.
- As a professional driver you should accept the criticism, apologise for the failures and promise to pass on the complaint.
- Do not blame the radio room, the company or other drivers.



- Anticipate problems. If you can see on your screen that the customer has been waiting a long time apologise for the delay before the customer gets a chance to complain.

9. **Appropriate and Ethical behaviour with passengers**

- Ethical Behaviour is behaviour that avoids any form of sexual harassment, physical or mental abuse, or intimidation towards passengers and other road users
- Ethical Behaviour is stopping the meter or subtracting money from the meter total at the end of the trip if you go the wrong way .
- Ethical Behaviour is informing the customer of a traffic delay and suggesting an alternate route
- Ethical Behaviour is **not** doing any of the following to female or male passengers:
 - I. Staring at Customer
 - II. Telling Inappropriate jokes
 - III. Making Suggestive comments
 - IV. Touching the passenger
 - V. Commenting about a person's disability
 - VI. Asking the passenger inappropriate questions
 - VII. Engaging in conversations that can lead to misunderstandings or conflict (e.g. religion, politics, sex)

10. **Communicate effectively**

- If you are ever unsure about anything, please talk to your customers
- When communicating remember to use appropriate language, tone and style
- Adjust your language with the type of customer that you have on board the taxi.
- All Drivers must apply Active Listening when communicating
- Make sure that you speak clearly and concisely to the customer
- If a customer is aggressive towards you, respond with open body language and a relaxed tone. Seek to calm the situation

Customer Call Feature PH: 6126 1616



9/12/2015

CUSTOMER CALLBACK NOW AVAILABLE

WHO CAN USE THE CALLBACK FEATURE:

Drivers in the Silver Service Canberra, Canberra Elite and Qe Fleets are now able to phone customers without having to query the base. Designed initially for the Silver Service fleet, this privilege has been extended to all fleets within Aerial Capital Group.

WHEN:

This new function is **available now** to all drivers on the Aerial network.

HOW:

From your own personal mobile phone, call **(02) 6126 1616**. This will connect you via the Base to the phone number attached to the job that you have on your MTData screen.

KEY STEPS TO SUCCESS

- Drivers should have an active job on their MTData screen.
- Driver's mobile phone number must be the same number registered on the driver's record. *If you have recently changed your phone number and not advised the Base you will need to do so before you can use this feature.*
- Drivers will need to call **(02) 6126 1616** from their registered mobile phone number.
- If no number is listed on the job then the call will not connect and you will receive a message that there is no phone number listed.

WILL I EVER SEE THE CUSTOMER'S PHONE NUMBER?

No, you will always ring **(02) 6126 1616**

WILL THE CUSTOMER SEE MY PHONE NUMBER?

No, only the switch number will show up on the customer's phone



WHAT DO I DO IF THE CUSTOMER DOESN'T ANSWER THE PHONE?

There may be a number of reasons why the customer does not answer the phone. You cannot assume the customer no longer requires the taxi. If the customer does not answer you must follow the current procedure of going to the pickup point and waiting the required time before signaling a "no show".

THE RULES:

Please be aware that *all calls will be recorded* and may be retrieved if any customer complaint is received.

The following rules will apply:

- 1) When you call the customer, always identify yourself as the taxi driver assigned to the customer's job. E.g. "Hello I'm the driver of taxi TX000 and I'm waiting outside now"
- 2) If you call and the customer informs you that the taxi is no longer required, your response should be a polite "Thankyou I will cancel the job". Do not lecture the customer or add any further comment.
- 3) No verbal abuse of customers including foul language at any time
- 4) No inappropriate topics of conversation
- 5) No falsely reporting to the base that you have called the customer when you haven't
- 6) If there is no customer number attached to the job, the Call Centre Supervisor cannot help you contact the customer.
- 7) If you do not have a mobile phone, or your mobile phone is not registered against your driver profile, the Call Centre will not contact the customer on your behalf.

WHAT HAPPENS IF I BREAK THE RULES?

- Your phone number will be blocked for a minimum period of three months. This means you will be unable to contact customers directly from your mobile phone. Further breaches will result in permanent loss of this privilege.

- Should you have any questions please contact our Fleet Department at feedback@aerialcapitalgroup.com.au



CALL (02) 6126 1616
TO CONNECT WITH YOUR CUSTOMER





Introduction to Work Health and Safety

Overview of Work Health and Safety Legislation, Procedures and Management

Work Health and Safety (WH&S) is an important part of everybody's working life.

This section is intended to give you an overview of what is WH&S, Workers Compensation and Injury Management. It will assist you to ensure your own safety and that of your passengers.

It is the intent of Aerial Capital Group and the associated Owner/Operators that no one should get hurt whilst they are performing their work duties, but unfortunately accidents can and do happen. To reduce the likelihood of this happening, we want everyone to be aware of any workplace risks/hazards and how to report them to the appropriate people when they have been found. If you report these risks/hazards, control measures can be implemented therefore reducing the likelihood of any accident occurring.

But, if an accident does happen, this section will also let you know what you have to do.

If you require any further information in regards to WH&S, then please refer to your Owner and/or an Aerial Capital Group representative.

If everyone understands and are aware of their own WH&S responsibilities, then we will have a much safer working environment for everyone!

Work Health & Safety

In the ACT there is legislation that governs what employers and employees must do to ensure their health and safety whilst at work. This Act is called the Work Health and Safety Act 2011.

This Act outlines the responsibilities of employers, employees, manufacturers, suppliers and even the Government. A copy of this Act can be found on the ACT WorkSafe website: www.worksafe.act.gov.au.

Responsibilities

WHS is everyone's responsibility. If we know what is required of us, we can make sure that we do the right thing and reduce the possibility of anyone becoming injured.

Employers (Owner/Operator)

An owner or employer must take all **reasonably practicable** steps to protect the health, safety and welfare at work of all their employees. This includes such things as:



- Provide information about WH&S and any changes that may occur
- Provide training and instruction to enable the job to be performed safely
- Provide appropriate equipment to perform the job safely
- Provide appropriate supervision
- Identify and control workplace hazards

Employees (Drivers)

Employees have a special role to play in WH&S within the workplace. Under the law they must:

- Not to endanger themselves, colleagues and others by unsafe behaviour and practices
- Contribute ideas to the development of a safer and healthier working environment
- Use equipment provided by the employer in an appropriate and safe manner
- Immediately report any hazard, unsafe situation or near miss situation
- Report all work-related injuries immediately
- Actively participate in resolution of WH&S issues

Risk Management

Risk Management is an important part of ensuring employee's health and safety. Risk Management is the system by which employers and employees identify, assess and control workplace hazards.

Hazard Identification

In any workplace, there can be a number of hazards present, which can pose different degrees of risk for employees.

We want to ensure that all employees are protected in the workplace, so it is important everyone knows what to do if a hazard is identified.

What to do if you identify a hazard?

You must:

- Inform your employer or designated person as soon as you notice the hazard. This notification can be verbally or in writing.
- Once that notification is received the employer must action it, by either immediately controlling the hazard or by undertaking a risk assessment to identify how to control it.

Types of Hazards

Hazards can include:

- Vehicle defects
- Car setup

- Lifting heavy objects ie luggage, changing tyres
- Fatigue/Long hours/Micro Sleeps
- Traffic accidents
- Passenger violence
- Breakdowns on/next to busy thoroughfares
- Use of mobile phones when driving
- Icy roads
- Foggy conditions
- Roundabouts
- Other driver knowledge



Vehicle - Roadworthiness, Setup & Overall Condition

An unsafe vehicle can lead to traffic accidents due to reduced control over the performance of the car. Your employer must ensure that the car is serviced regularly but you should not assume that the car will be roadworthy at all times. Before commencing a shift you must check the taxi to ensure that it is roadworthy, all the equipment is operational and the car is clean and presentable. The following is a checklist that will assist you with this task:

Exterior

- Check tyre tread (minimum 1.5mm deep)
- Inspect for panel damage
- Check operation of brake lights, tail lights, headlights and indicators
- Ensure the car is clean and presentable

Interior

- Ensure security camera is operational (indicator light)
- Ensure the dispatch and EFTPOS systems are operational
- Check for first aid kit and safety vest
- Check fire extinguisher
- Check seat belts and child harness (not frayed)
- Check for clean and undamaged upholstery
- Ensure any extra equipment (e.g. GPS) is appropriately placed for safety and unhindered visibility

Luggage Compartment

- Check spare tyre (inflated and legal tread depth)
- Check location of car jack and wheel brace
- Check for safety triangle (optional)
- Ensure any loose items are safely stowed



Safe Driving and Fatigue Management

Safe driving will help to reduce the likelihood of traffic accidents from happening. Being tired and fatigued can also lead to traffic accidents. To avoid fatigue, Aerial recommends you drive no longer than a 14 hour shift and your dispatch system is set up to log you off after this time. A detailed Fatigue Management Plan is available on Aerial's website and it is highly recommended that you read it to fully understand the effects of fatigue and the danger it poses. Here are some tips to manage fatigue:

- Do not drive long shifts
- Make sure you have a regular sleeping pattern
- Take regular breaks
- Be aware of your body's warning signs ie heavy eyelids, lack of concentration, etc.
- Have at least one day a week break
- Remain hydrated and avoid soft drinks and fast foods.

Robbery and Violence

This is an unfortunate part of providing services to the public. They may be a time when you are confronted with this situation, if you are, always remember your safety comes first! Do not argue or attempt to fight back - stay as calm as possible to help diffuse the situation.

Passengers are the main source of potential violence and robbery. In general most violent passengers will be those that are affected by alcohol or drugs. If you think a potential passenger may be affected and likely to be violent, do not accept the fare. Discuss with your operator those areas that have a known reputation for unruly and violent customers.

If you do accept the fare keep watch through your rear view mirror and also keep the interior light on at night if appropriate. Also make sure that radio contact is easily accessible. At night, do not allow a single male passenger to sit in the rear directly behind you.

With robbery, make sure that you do not keep large amounts of cash in the vehicle or within sight. If possible, deposit it at regular intervals or keep it out of sight and not in an obvious place.

If you feel threatened in any way, act swiftly to activate your emergency alarm. If no threat eventuates the Call Centre can simply reset your alarm. However if you delay activating your alarm you may lose the opportunity later.

Dealing with Difficult Passengers

As a taxi driver you will occasionally come across difficult passengers. Difficult customers can include those who are rude, argumentative, critical, intoxicated, etc. When dealing with these passengers, you are expected to remain calm, professional and polite at all times. Do not get involved in an argument which can make a difficult situation worse. Effective communication can usually diffuse any issues the passenger may have.

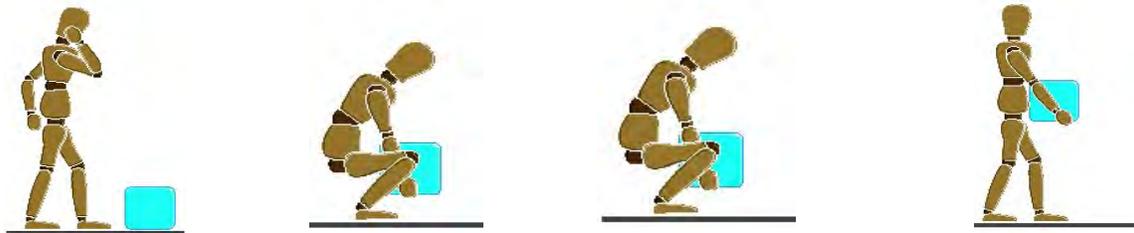
If the passenger has become difficult due to your actions, e.g. taking the wrong route or the manner in which you drive the taxi, acknowledge the passengers concerns, apologise if appropriate and resolve the situation professionally. You may not agree with the passenger but that is what good customer service requires.

Manual Handling

Manual Handling is any activity requiring the use of force exerted by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any moving or non-moving object

As a taxi driver you will be required to assist with handling of luggage and parcels into and out of the taxi. It is important to test the weight of any object to ensure it is within your capability to lift. Use the correct lifting technique demonstrated below. With any heavy objects you can ask your passenger to assist with the lifting if appropriate.

Below is a safe technique to follow when performing manual handling tasks.



Remember when lifting luggage into the boot, keep the load as close to your body as possible

Luggage comes with handles, but these may not always be the best way to grip the load ie Cannot keep it close to the body; therefore pick it up with the technique shown above.

Incident Reporting

The last thing that we want to happen is for someone to become injured whilst working. But accidents can, and unfortunately do happen. It is important that you know what to do in the unlikely situation of you becoming injured at work.

What to do if you get injured at work?

- Report the incident to the operator immediately and advise Aerial Capital Group as soon as practicable. The operator is responsible for advising the Insurance Company of a possible workers compensation claim.
- Make sure you get first aid, if required and keep any receipts for medical expenses.

Injury Management & Workers Compensation



All employers who operate a business must have a Workers Compensation Policy. A workers compensation policy covers any injury that has been deemed to have occurred due to work being a substantial contributing factor. The insurance company makes this determination. In the ACT, workers compensation and injury management is governed by the Workers Compensation Act 1951.

To claim workers compensation, you have 48 hours to inform the Insurer via your Operator.

Claim forms with the appropriate medical certificate must be forwarded within 7 days to the insurer.

Camera Operating Instructions

The taxi security camera system operates automatically and does not require the ignition to be turned on. Images are taken in response to certain conditions as described below and older images are automatically replaced by new footage.

There are multiple triggers to the camera system and the footage storage within the taxi also includes a 'protected memory'.

This means that if the alarm is activated the camera will not overwrite old images. If asked however, inform your passengers the camera records continuously.

Please ensure the sun visors are in an appropriate position so they do not obscure the interior cameras.

Testing the operation of the Emergency Button

To test that the emergency button is working, select Tools – System Status – Alarm in MTData. You can now press the emergency button and it will indicate whether it is functioning correctly. This will not activate an emergency response in the Call Centre.

Other Triggers

The camera system is also triggered by other actions including - depressing the brake pedal, opening or closing any of the doors, engaging and disengaging the taximeter and, while the meter is engaged, it periodically captures images throughout the hiring.

In Case of System Fault

If the Status Indicator Light reports a system fault or fails to indicate images are being taken, contact the base immediately. You must not operate the taxi with a faulty security camera.

Status Indicator Light

The system comes installed with a Status Indicator Light. This light is positioned next to the emergency and comfort buttons. The light will flash different colours to report on the current



status of the camera system. The table below explains.

Status Indicator Light	Operational State	Action Required
No Light	The system has no power	Check if master kill-switch is active. Contact base immediately.
Red Blink	Fault in system	Service inspection required. Contact base immediately.
Amber Blink	System is asleep	
Steady Green Light	System is ready	
Slow Green Blink	Storing background photos	
Fast Green Blink	External trigger storing	
Alternating Red and Green Blink	Protected memory full	Memory unlock required. Contact base immediately.

To test if the camera is working press the comfort button and the indicator light should show a rapid green blink, indicating images are being taken successfully.

Recovering Images

Images stored in the cameras memory system can only be retrieved upon the request of the police and the Road Transport Authority due to privacy laws. If a taxi is requested to have its images downloaded the vehicle will need to be brought into the base immediately to reduce the chance of the requested footage being overwritten.

Emergency Radio Procedures

Taxis in the ACT are fitted with a security camera and duress system.

In a situation where you are not sure of your passenger’s intentions you can use the 'comfort' button to capture additional images on the security camera.

If you ever feel that you are in immediate danger from a passenger press and hold your 'emergency' button for two-three (2-3) seconds to activate the silent alarm and camera recording.

There will be no warning within the vehicle itself. The only indication that the alarm has been



activated is a small exclamation mark (!) that will appear at the bottom of your MTData screen.

The base will then be able to listen in to what is happening within the taxi, however they cannot see any video footage. You will need to discretely inform the base of the situation without alarming the passenger.

The Query Operator in the base will take appropriate action depending on their assessment of the situation. Generally a message will be sent out to taxis in the vicinity asking for them to attend the scene and the police may be contacted.

Please do not activate the alarm and then go silent or exit the vehicle, without first notifying the base of the situation.

Disability Awareness

Through effective awareness training, Aerial intends that people living with disabilities will have well supported on-demand travel experiences, and will be motivated to take advantage of the service provided by Canberra Elite taxis in the on-demand transport industry.

The Federal Disability Discrimination Act 1992 provides protection for everyone in Australia against discrimination based on disability. Disability discrimination happens when people with a disability are treated less fairly than people without a disability. The Australian Human Rights Commission is the body responsible for investigating and resolving complaints of discrimination.

Disabilities can include:

- Vision impairment
- Hearing impairment
- Intellectual disabilities
- Psychological, psychiatric, neurological and other brain conditions
- Those with communication problems
- Physical disabilities

Not all disabilities are readily apparent and you are not expected to be able to diagnose a passenger with intellectual or psychological disabilities. Other disabilities are readily apparent such as vision impairment or physical disabilities. Regardless of the disability, as a taxi driver you are expected to provide extra assistance to a passenger who has difficulty in accessing your taxi or in communicating their needs to you.



Basics for customer service to people with disabilities

- Apply a WALL approach to determining a passenger's needs (Watch, Ask, Listen and Learn)
- Position the taxi so that it is easily accessible for the passenger
- Assist with the entry and exiting of the taxi
- Store mobility aids safely and return to passenger at the end of the journey
- Allow any assistance animal to accompany the passenger in the taxi. It is illegal to refuse an assistance animal in a taxi
- Assist the passenger with any payment transactions
- Treat the passenger with courtesy and respect at all times
- Ask if there is anything extra you can do for the passenger



Canberra Cabs Driver Training

About Crime Stoppers

Crime Stoppers is a program designed to assist in the detection and reduction of crime in our community. It's a partnership between the community, media and police with a mandate to "Work together to solve and prevent crime".

Police can't solve every crime on their own. They rely on members of the public to report suspicious or unusual events. Crime Stoppers exists to provide a confidential link between the community and the police. Thanks to public assistance via Crime Stoppers, many offenders have been identified and prosecuted in the ACT.

Crime Stoppers relies on people like you to be the eyes and ears in our community. Crime Stoppers encourages members of the public to "SEE SOMETHING, HEAR SOMETHING, SAY SOMETHING." You too can play a critical role in the fight against crime in the community.

Crime Stoppers is a way for you to provide police with information about unsolved crimes or crimes the police may not yet know about. Telephone and online reports via the Crime Stoppers website can be made anonymously. You could be eligible for a REWARD of up to \$1000 if the information you report results in an arrest.

Crime Stoppers operates across Australia. It is a community based, not-for-profit organisation, managed in each Australian State and Territory by a voluntary Board of Directors, most of whom volunteer their time. The Crime Stoppers ACT Board collaborates with all other Crime Stoppers jurisdictions around the country to assist in national Crime Stoppers campaigns and other initiatives.

Globally, Crime Stoppers has over 1400 programs and operates in over 18 countries.

When should you contact Crime Stoppers?

You should contact Crime Stoppers whenever you have information about suspicious behaviour or knowledge of criminal activity.

How Canberra Cabs helps Crime Stoppers

Canberra Cabs is extremely keen wants to help keep our local community safe.

As a Canberra Cab driver, you see more of Canberra and the surrounding region than most other people.

It's important tfor you to be aware of any suspicious behaviour while you are on the job, and we ask you to report any criminal activity that you witness or become aware of to Crime Stoppers.

The information you provide could be the missing piece of the puzzle the police need to initiate an investigation or solve a case.

Reporting information

When you report information to Crime Stoppers it's important to provide as many of the following details as possible. Every piece of information is valuable, try to include as many of these things as possible:

- What type of crime is this report about?
- What information can you provide about this crime (what, when and where)?
- Where did you hear about this incident (newspaper, radio, TV, online)?
- Who is involved – who is the person of interest? – describe the person/people as best you can including their height, colouring, age, clothing and provide names and ages and their addresses if you have them. Do you know of any associates involved?
- Is there a vehicle involved? – e.g. describe the vehicle registration number, make, model, colour, etc.
- Anything else that you think might be relevant?

How do you contact Crime Stoppers?

You can call Crime Stoppers on **1800 333 000** or submit a report online at www.act.crimestoppers.com.au.

Know who to call!

Emergencies – 000

Call triple zero (000) in an emergency or life-threatening situation.

Police Assistance

Call police if their assistance is required but there is no immediate danger. If you see a crime occurring like a break-in, robbery, violence or if you are the victim of a crime, call **131 444**.

Crime Stoppers

Call Crime Stoppers if you have information about a crime **1800 333 000**. You can also report to Crime Stoppers online at www.act.crimestoppers.com.au.

Sending information to Crime Stoppers can be anonymous and it's easy to do from your smartphone while you're waiting on the rank.

It's important to have these contact details saved in your phone. Please save them now.

Videos

The following videos have been provided to increase your knowledge of Crime Stoppers and its vital role in our community. Police can't be everywhere at once, but the community is!

If you SEE SOMETHING, OR HEAR SOMETHING, SAY SOMETHING!

Video 1

Crime Stoppers operates 24 hours a day, 7 days a week and allows you to report criminal or suspicious behaviour or activity anonymously. This video provides you with an example of a Crime Stoppers phone report. (1:33 minutes)

Link: <https://youtu.be/MCCmxEYIVkw>

Video 2

This video provides you with several situations that may prompt you to call Crime Stoppers. Can you think of any others? (1:07 minutes)

Link: https://youtu.be/nFh5T_3G-0U

Video 3

Solving and preventing crime is everyone's business. This video outlines the positive impact that Crime Stoppers can have in our community, and how you can help! (1:26 minutes)

Link: <https://youtu.be/xhL0mmsbNzk>

Video 4

We encourage you to report information to Crime Stoppers regarding the manufacture, trafficking and supply of illicit drugs, specifically methamphetamine/ice. While this video was filmed in Wodonga, this is a national campaign and the messaging applies to all of Australia. (1:22 minutes)

Link: <https://au.prime7.yahoo.com/a1/news/a/-/local/26641756/dob-in-a-drug-dealer-video>

Scenarios

The training facilitator should read the following scenarios to the trainees. The trainees then determine who should be called in each situation (Crime Stoppers, ACT Policing or emergency services) and why. After some discussion as a group they should write their answers in the workbook.

Scenario 1



You're driving on the highway on your way back to the taxi rank when you see a car that has hit a tree. You slow down and pull over to the side of the road. When you approach the car you notice there is a young women stuck inside the car and obviously distressed.

Who should you call? _____

Why? _____

What's the phone number you should use? _____

Scenario 2



You've just dropped a customer to their house and you're pulling out of their driveway when you notice two young men jumping the fence on the other side of the street. The first man is carrying a large bag and the second man is carrying a crowbar. You notice they run toward a car, get in and drive away.

Who should you report this to? _____

Why? _____

What's the phone number you should use? _____

What details should you get and provide? _____

Scenario 3



You're travelling past a park when you notice a child's bike left unattended. The bike is lying in the middle of the path and the front and rear lights have been left on. You look around to see if someone has left it unattended, but there is no one around. After 10 minutes of waiting for someone to come back you decide to report the incident. Who should you call and why?

Who should you call? _____

Why? _____

What's the phone number you should use? _____

What details should you provide? _____

Scenario 4



You're walking past your neighbour's house when you notice a large pile of TVs and other electrical goods stacked at the back of their garage. You can also see that many of the TVs are identical models. The neighbour sees you staring and quickly covers the goods with a sheet. You initially think these may be gifts for relatives because you know these neighbours have quite a large family and they always seem to be driving around in fancy cars. However, the more you think about the situation, particularly your neighbour's reaction when he saw you watching, the more you feel something just wasn't quite right. You decide to report the incident. Who should you call and why?

Who should you call? _____

Why? _____

What's the phone number you should use? _____

What details should you provide? _____

Scenario 5



You are waiting outside a customer's house at 10:30am when you notice a pile of old chemical containers stacked along their fence. You also notice that all the curtains and windows are closed and there is a strong smell coming from the house. The customer comes out of his home and gets in the car. You decide to report the incident. Who should you call and why?

Who should you call? _____

Why? _____

What's the phone number you should use? _____

What details should you provide? _____



Listen to three more scenarios and answer the following questions.

1. Who should Linda have called to report that there is someone in her garage trying to steal her car? *(Circle one answer)*
 - 000
 - 131 444
 - 1800 333 000

2. Who should Sam have called to report that he had just returned home from a weekend away and his car had been stolen? *(Circle one answer)*
 - 000
 - 131 444
 - 1800 333 000

3. Who should the anonymous woman have called to provide information she heard about a car being stolen? *(Circle one answer)*
 - 000
 - 131 444
 - 1800 333 000

More information

To learn more about Crime Stoppers:

- Visit www.act.crimestoppers.com.au
- Like us on Facebook (www.facebook.com/crimestoppersact), and
- Follow us on Twitter (@ACTCrimeStop).