



Driver Handbook

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DRIVER HANDBOOK - QLD

1.0 ABOUT THIS HANDBOOK

1.1 OTHER RESOURCES

Our electronic version of the Driver's Handbook will allow us to maintain a much more up to date version than what we could under print. BWC utilises several other means of communications with our fleet – these include email campaigns, SMS Bursts, and electronic newsletters from time to time. The link between our Taxi Drivers and the Company is crucial and we are wanting to provide all of you with up-to-date information as quickly and efficiently as possible.

The daily logon to the MTI System is another critical source of information as it references several factors that are critical to BWC providing transport services that meet or exceed Legislative or community standards.

Currently we have the following ten Conditions that assist us to deliver certain standards required under Legislation in Queensland; these are:

1. I will comply with the Rules of Operation of Black & White Cabs.
2. My Taxi Driver Display Card is on display where all passengers can view it.
3. I have conducted a pre-shift inspection, checked the vehicles maintenance is up to date and confirm the vehicle is fit for the purpose of passenger transport.
4. I am logging in with my own valid Drivers Authorisation and PIN and I have a blood alcohol reading of zero.
5. I have considered my fatigue levels, and I am 100% sure I am fit to drive.
6. I will make my best effort to professionally complete every booking that is offered to me.
7. I acknowledge that the GPS navigation tool provided by MTI dispatch is intended to assist drivers. Its use is optional and Black & White Cabs is not responsible for my decision to use the routes suggested. Drivers may use alternate navigation tools if desired.
8. I have tested my M13 alarm switch/button (Tools > System Status > Alarm Test), and it is working correctly.
9. I have checked the security camera status light, and it is working correctly. I agree to check the camera status light periodically throughout my shift.
10. I have been trained in and have a clear understanding of my requirements as a BWC Driver in relation to matters of Discrimination, Sexual Harassment and Disability Awareness. I acknowledge I cannot refuse to transport a passenger/s and their assistance animal - be it a guide dog , a hearing animal or a service animal.

Another valuable source of information is our Black & White Cabs Website, recently designed and constantly being updated by our Sales and Marketing Department that aims to provide information to both customers and drivers.

By utilising each of these reference sources, our Drivers and Operators should be well versed in the information required to provide a service of excellence to the travelling public in Queensland.

References:

<https://www.ato.gov.au/>

<http://www.tcq.org.au/>

<https://www.blackandwhitecabs.com.au/>

1.2 BLACK & WHITE CABS - WHO TO CALL

Please click the link below to see the organisational structure of Black & White Cabs.

For most telephone inquiries for drivers, the driver enquiry line (3860 1840) will be the first point of contact. However, in some cases it is more appropriate to contact another member of the administration staff. Please click “Who to Call” link below with some common questions or issues and whom to call.

[Organisational Chart](#) & [Who to Call](#)

1.3 OUR AIMS & OBJECTIVES

The principal aim of Black & White Cabs is to ensure that a prompt and efficient taxi service is provided to our customers that will meet or exceed the expectations of those customers. The company provides administrative services for all its affiliates, namely, drivers, operators and owners. Our company has continuing training procedures in place which helps to ensure that our drivers are competent to provide the service. This requires an understanding by our drivers of the Transport Legislation and of our policies and procedures as set out in this Handbook.

It is the objective of Black & White Cabs to provide superior transportation services in relation to the Standard Taxis, Business Class, Maxi Cabs and People Movers, which make up our Fleet. That is, to provide taxi services from and to unique destinations throughout Queensland with the maximum of safety and comfort and at an acceptable cost to our customers. Black & White Cabs seeks to achieve this in a manner which favourably differentiates our service from that of its competitors.

1.4 HOW CAN YOU HELP BLACK & WHITE CABS

The following are some of the ways in which operators and drivers can help Black & White Cabs and its affiliates.

Market our business constantly

Operators and drivers must be aware of the customer service aspects which are dealt with throughout this Handbook. If operators and drivers provide a superior service, there will be long term benefits for all. Be alert to the possibilities of promoting Black & White Cabs. Tell our customers to visit our website: www.blackandwhitecabs.com.au

Personal details

Black & White Cabs is required to maintain databases of affiliated drivers and operators. Black & White Cabs and TMR must be notified of any change of name, address or telephone number within ten (10) working days. This is a requirement of the Transport Legislation. (maybe add link to online Affiliation Form).

Let us know

Affiliates have every reason to be proud of the long tradition associated with Black & White Cabs. Any operators or drivers who are not satisfied with Black & White Cabs or the services it provides should let us know.

2.0 Starting as a New Driver

2.1 WELCOME TO THE FAMILY

With over 100 years of Black & White Cabs providing the community with our services, Black & White Cabs offers such a rich heritage and a fleet that has now expanded across Queensland, New South Wales, Victoria, & Western Australia, we have continuously overcome the challenges we have faced and thrived in an ever-changing industry.

For drivers that are new to Black & White Cabs there are several benefits that come with driving with a company that has continually proven its industry leading position. Among these, our drivers have the flexibility of choosing their own hours to cater to their busy lifestyles, state of the art dispatch system as well as 24/7 monitoring and support from the Customer Service Centre, high income and career potential, and meeting a lot of great people.

Black & White Cabs values our drivers as an essential cog in the machine that is our company. We have a commitment to ongoing training for operators and drivers and will provide you with the tools you need to succeed. There is a clearly demonstrated career path for new drivers who become affiliated with Black & White Cabs. Numerous examples exist where drivers have gone on to become operators or owners of a taxi service licence. By affiliating with Black & White Cabs you can be assured that your future is safe and secure and together we can continue to provide exceptional service to our community for what we hope will be another 100 successful years!

2.2 CONTINUING TO HOLD AFFILIATION

Drivers who meet the requirements for a Booked Hire/Taxi Driver's Authorisation (BHTX DA) for taxi services may hold the DA for a period of up to five years.

Under Transport Legislation holders of a DA must be aware of their responsibilities and be accountable for complying with appropriate standards. Non-compliance with these requirements may result in a fine or the suspension or cancellation of the DA by TMR.

In addition, Black & White Cabs imposes a separate disciplinary system so that if a driver breaches the policies and procedures, then he or she may be subject to penalties including the suspension or cancellation of access to the Communications System or a monetary penalty.

Black & White Cabs has the need to collect and provide data, statistics and information such as licence expiry dates, next of kin, current contact details etc. These details are important in allowing staff to service inquiries in an efficient manner. To ensure this information is accurate, it is necessary for drivers to re-apply for affiliation every two years. Hence, the company regularly collects and provides information that is categorised as "personal information" under the Privacy Act 1988. By affiliating with Black & White Cabs, affiliated persons consent to the use of the personal information provided in accordance with the company's privacy policy which is compliant with the Privacy Act 1988.

Driver Affiliation forms are available from Black & White Cabs headquarters, 11 Dryandra Road Brisbane Airport, at Multi Fleet Operator (MFO) bases (or online via online Affiliation link).

2.3 EMPLOYMENT OPPORTUNITIES

Newly affiliated drivers can find employment opportunities on either the Black & White Cabs Website or via the MFO list containing all prominent taxi bases with relevant contact numbers. Black & White Cabs will work with new drivers to find an operator best suited to their needs.

There are a number of useful tips for drivers that are new to the taxi industry or to Black & White Cabs. As taxi drivers represent the face of the company in the eyes of the public it is imperative drivers endeavour to be courteous, polite, and helpful to customers and aim to provide exceptional customer service on every fare.

Drivers can receive two job types when on a shift – hail/rank or booked. Hail/rank are unbooked jobs picked up in the public while booked jobs are specifically requested by the customer and put into MTI. For a deeper analysis of the job types Black & White Cabs offers, see the provided link. (below document has link to Sharepoint which cannot be accessed unless connected to our network. Document should be stored/link to external platform)

2.4 DRIVER'S TOOLS OF THE TRADE

Drivers must have their DL and DA with them at all times whilst working. The following documentation must also be carried in the vehicle at all times as a mandatory requirement under the Transport Legislation:

- authorised Queensland Taxi Driver Display Card displayed in a prominent position in the vehicle where it can be clearly seen by the customers
- the terms and conditions of the relevant TSL (Annexure C). This must be presented to a TMR officer upon request. Copies of the terms and conditions are available from Black & White Cabs headquarters, 11 Dryandra Road Brisbane Airport or the taxi operator
- a map of the relevant taxi service area as contained in this Driver Handbook

When driving a taxi, it is recommended that drivers carry:

- ✓ the MTData Driver Handbook
- ✓ the contact information of their operator
- ✓ a pen and paper
- ✓ all relevant docket books including emergency dockets and restricted use slips
- ✓ spare Cabcharge EFTPOS receipt rolls
- ✓ a change dispenser with sufficient change for the shift
- ✓ pay-in sheets (if applicable)
- ✓ a torch
- ✓ rank sheets
- ✓ a manual imprinter

2.5 DRIVER HEALTH & SAFETY

The cab you are driving is a place of work and by such standards that are set in a 'normal' workplace are expected to be met by those driving and operating the cab. Federal Legislation mandates that every worker should expect to go home to their families free from any workplace trauma, anxiety or near miss situations.

BWC has developed a Driver Fatigue Management Policy that has been developed with Australian best practice in mind; the policy has been strenuously reviewed and tested throughout the company including by Senior Management, Staff, our Operator's Committee, our Road and Rank Supervisors and has been reviewed by many in our fleet.

Of course, Driver Fatigue is not the only workplace matter that needs to be recognised by our Drivers and Operators; equally importantly are the following areas that all contribute to a healthier lifestyle.

For more information on how to manage driver fatigue, please visit the [Company Policies](#) section on the Black & White Cabs website.

DRUG & ALCOHOL CONSUMPTION

Drivers are required to have a zero-blood alcohol and drug reading, you should expect to be tested. Drivers are not permitted to carry any alcohol in the taxi unless it is the property of the passenger. It is illegal for passengers to drink alcohol in the cabin of the taxi. Taxis are considered a "public place" and drinking alcohol in a public place is prohibited by law. Wherever possible, alcohol should be carried in the boot rather than the cabin of the vehicle.

Driving while under the effect of drugs will have consequences similar to driving under the influence of alcohol. Drivers should be aware that prescription and over the counter medicines could affect your ability to safely drive the taxi.

Legislation requires the driver to monitor the use of medications and only drive where there is no adverse impact.

HAND WASHING FOR HYGIENE (www.qld.gov.au/health/conditions/all/prevention/hand-hygiene)

A taxi driver's day involves meeting and transporting many people from our community. A quick and easy way to ensure you always have clean hands is to carry a travel bottle of hand sanitizer and use it frequently during the day and certainly before you eat.

HEALTHY EATING (https://www.health.qld.gov.au/data/assets/pdf_file/0032/423977/healthy-eating.pdf)

Relatively easy and convenient access to what is known as "junk food" is a cab driver's worst possible outcome when it comes to food choice. When our drivers are seated for most of their shift, combining a poor diet always leads to weight gain which then contributes to poor health outcomes. Remember to always drink plenty of water during the day especially in our warm summers.

ALWAYS APPLY SUNSCREEN (www.health.qld.gov.au/news-alerts/news/how-sunscreen-works)

A taxi driver can be picked out in a gathering because their right arm will always be more sun tanned than their left arm. Remember to always apply sunscreen before the start of a shift and re-apply during the day if required.

COLDS AND THE FLU (www.health.qld.gov.au/news-alerts/news/difference-between-cold-flu-virus)

Our drivers come in contact with hundreds of people a day the last thing you need is to pick up a cold or worse a bout of the flu. Consider getting a flu injection each year is a good way to make sure you stay fit and healthy during flu season.

3.0 Customer Service

3.1 BLACK & WHITE CABS – CODE OF CUSTOMER SERVICE

Please click below to read the Black & White Cabs Code of Customer Service for both operators and drivers. It summarises your responsibilities in regard to regulations and Black & White Cabs policies.

[Code of Customer Service](#)

3.2 RIGHTS & RESPONSIBILITIES OF PASSENGERS AND DRIVERS

Passenger Responsibilities Passengers must: • Pay the correct fare (including any tolls or fees for booking, vehicle access and soiling) • Wear a seatbelt and make sure children are properly restrained • Behave well and not cause disturbance or nuisance while travelling • Not eat, drink or smoke inside the taxi • Not wilfully or unlawfully damage, deface or interfere with the taxi or its service equipment • Not ask the driver to speed or break any road rules or laws.	Passenger Rights A taxi passenger has the right to: • Choose the route to their destination • Refuse multiple hiring or share riding • Request a fare estimate • Be charged the correct fare (including flagfall, tolls and fees) and receive the correct change • Be charged according to the maximum taxi fares and not be charged a booking fee if a taxi was hailed or entered a taxi waiting at a rank • Travel in a vehicle that is safe and comfortable • Be given an itemised receipt if you request it • Ask for help to get into or out of the taxi • Ask for help to load and unload luggage if it is not unreasonably heavy • Travel with an assistance animal if needed • Use an accessible taxi if needed • Give feedback about the taxi service.
Taxi Driver Responsibilities Taxi drivers must: • Be polite to the public and other road users • Give help to passengers getting in or out of the taxi • Help load and unload the passengers' luggage if it is not unreasonably heavy • Not drive while tired • Not be under the influence of a drug that affects driving ability, including medication • Have a blood alcohol level of zero • Not smoke in the taxi • Display their taxi driver authorisation • Be medically fit at all times when driving • If they can't complete the journey, arrange other suitable transport for the passengers • Turn the hail light on when they are available to hire. • Complete a daily vehicle safety checklist on the vehicle prior to starting your shift.	Taxi Driver Rights Taxi drivers have the right to: • Work in a safe environment and be treated with courtesy • Refuse to carry a passenger they believe may ○ Not have enough money to pay the fare ○ Cause a disturbance or nuisance ○ Be a danger to the driver, other passengers or road users • Ask for a deposit or an estimate of the fare before starting the trip if they believe a passenger may try not to pay the fare • Charge a cleaning or soiling fee if the passenger dirties the taxi • Refuse to carry animals that are not assistance animals needed for the passenger.
Taxi Rights When a taxi is hired, both the passenger and the driver have the right to fair and safe travel.	

Pre-Shift and Post-Shift Vehicle Checks

Before and after your shifts, you are required to inspect your vehicle to ensure it is clean and well maintained. Here are a few examples of some of the things you should look for:

- Make sure your tyres have sufficient tread and are not bald

- Ensure there is no rubbish or lost property left in the car
- Clean any scuffs or marks inside and outside the car
- Check that the vehicle's glove box contains enough: White Universal, Green Emergency and TSS Dockets (see CabCharge & Payments lesson for more info)

The vehicle's safety and cleanliness are your responsibility, so pre-shift inspections are important to ensure your car is clean and well maintained. Keeping your vehicle in excellent condition will help you provide a higher quality of service for your customers and a safer work environment for yourself.

Daily Vehicle Safety Check List can be found [here](#)

3.3 Driver Authorisation for Booked Hire/Taxi Services

Anyone who drives a taxi is required to hold a current industry Driver Authorisation for Booked Hire/Taxi services (also known as a BHTX) in addition to a current Queensland 'C' class licence.

The purpose of a BHTX is to ensure drivers of public passenger vehicles are suitable persons who have regard for the safety of:

- Passengers and their property
- The general public as a whole, especially vulnerable members of the community
- The reputation of Public Passenger Transport
- Their own person

Legislation requires that all drivers must carry their driver licence and BHTX with them at all times. Furthermore, the Department of Transport photo display card must always be displayed and visible to passengers. This legislation helps passengers feel safe and failure to follow this will result in a fine.

For further information on display cards and reference to TMR's suggested position in the vehicle to display the card, [please click here for more information](#).

Please Note: Driver display cards MUST be in a prominent position inside the taxi so that passengers from every seated position can readily sight the display card and all information.

It would be acceptable for the driver to have the display card on the right-hand driver side visor if they have it down and clearly visible while customers are in the vehicle. However, this may cause a visual impediment to the driver and may not be practical. Therefore, we suggest having it displayed on the passenger side visor so that it can stay permanently visible.

For further information on the BHTX DA, click on the link below, or visit your local DTMR office.

<http://tmr.qld.gov.au/Licensing/Passenger-transport-driver-authorisation.aspx>.

TMR – Safety and Compliance: <https://www.qld.gov.au/transport/public/taxi/safetyandcompliance>

[TMR Driver Responsibilities](#)

3.4 ANTI DISCRIMINATION, ASSISTANCE ANIMALS, SEXUAL HARASSMENT & CUSTOMER PRIVACY

Black & White Cabs does not tolerate any form of discrimination, sexual harassment or vilification and offenders could be subject to legal action.

All Black & White Cabs' drivers are required to treat their passengers, other drivers and the general public with the

utmost respect.

DISCRIMINATION, SEXUAL HARASSMENT AND PUBLIC VILIFICATION are governed in the respective jurisdictions by the legislation:

- Anti-Discrimination Act 1977 (NSW)
- Anti-Discrimination Act 1991 (QLD)
- Equal Opportunity Act 2010 (VIC)
- Equal Opportunity Act 1984 (WA)
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

Commonwealth laws and the state/territory laws generally overlap and prohibit the same type of discrimination. As both state/territory laws and Commonwealth laws apply, you must comply with both. The laws apply in slightly different ways and there are some gaps in the protection that is offered between different states and territories and at a Commonwealth level.

That aside, everyone has the right to freedom from discrimination and harassment. It is the policy of Black & White Cabs to support and uphold this right and to provide an environment which is safe for all passengers and drivers. They must also ensure that people who make complaints, or who are witnesses, are not victimised in any way.

Any reports of discrimination, harassment or vilification will be treated seriously and investigated promptly, confidentially and impartially. A written complaint is not required.

Disciplinary action will be taken against anyone who discriminates against, harasses or vilifies a passenger or driver. Discipline may involve a warning, counselling, a fine or penalty, or the termination of their affiliation with Black & White Cabs.

SEXUAL HARASSMENT

Sexual harassment is any unwanted or unwelcome sexual behaviour where a reasonable person would have anticipated the possibility that the person harassed would feel offended, humiliated, or intimidated. It has nothing to do with mutual attraction or consensual behaviour. It can result from a single incident or a repeated pattern of behaviour. It is against the law during work hours, in the workplace itself and in any work-related context.

Behaviour is considered to be sexual harassment when:

- The person performing it has an intention of offending, humiliating, or intimidating another person; or
- A reasonable person would have anticipated the possibility that the person who was subjected to the conduct would be offended, humiliated or intimidated by the conduct.

Sexual harassment may involve:

- Physical contact, patting, pinching, touching in a sexual way.
- Unnecessary familiarity such as deliberately brushing up against a person.
- Continued use of jokes containing sexual innuendos in an attempt to humiliate or embarrass another person.
- Intrusive inquiries into a person's private life or in reference to his or her sexuality or physical appearance (these may be verbal or written).
- Public display of offensive material, such as pictures, posters or computer graphics.

- Persistent staring or leering at a person or parts of his or her body.
- Persistent requests for dates which have been repeatedly rebuffed.
- Offensive phone calls.
- Offensive sexual gestures or remarks.
- Indecent exposure.
- Sexual demands or propositions.

ANTI-DISCRIMINATION

In Australia, it is unlawful to treat someone less favourably because of an attribute.

Professional drivers are prohibited to discriminate or engage in any conduct which offends, humiliates, insults or ridicules a person on a range of attributes or characteristics.

Drivers are also prohibited from inciting hatred towards, serious contempt for, or ridicule of a person or group of persons on the grounds of a range of attributes. There are 16 attributes, some of which are defined in the Act:

- Age
- Breastfeeding
- Family responsibilities (responsibility to care for or support a child or other member of immediate family)
- Gender identity (a person identifies as a member of the opposite sex, or is of indeterminate sex and seeks to live as a member of a particular sex)
- Impairment (covers most physical and psychological conditions, and includes reliance on a guide, hearing, or assistance dog, wheelchair or other remedial device).
- Lawful sexual activity (a person's status as a lawfully employed sex worker, whether or not self-employed)
- Parental status (includes being a step-parent, adoptive parent, foster parent, or guardian)
- Political belief or activity
- Pregnancy
- Race (includes colour, descent, ethnic origin, and nationality or national origin)
- Relationship status (whether a person is single, married, married but separated, divorced, widowed, de facto partner, or civil partner)
- Religious belief or activity (includes not holding a religious belief, and not engaging in lawful religious activity)
- Sex
- Sexuality (heterosexuality, homosexuality or bisexuality)
- Trade union activity
- Association with, or relation to, a person identified on the basis of any of the above attributes

Discrimination is not limited to, but may involve:

- Making offensive 'jokes' about another worker's racial or ethnic background, age, gender identity, sexual preference, disability or physical appearance.
- Expressing negative stereotypes about particular groups, for example, "Married women shouldn't be working".
- Judging someone on their political or religious beliefs rather than their work performance.
- Using selection processes based on irrelevant personal characteristics such as age, race or disability rather than on skills and merit.
- Undermining a person's authority or work performance because you dislike one of their personal characteristics.

DISABILITY AWARENESS

It is unlawful for transport providers to treat disabled people less favourably than those without a disability.

It is important that all taxi drivers recognize, understand and are responsive to the needs of people with disabilities. A good attitude and a positive experience can make all the difference.

As a professional driver you should always be there to give assistance when it is needed, especially when your passenger has special needs. Whatever vehicle you drive, be ready to give assistance when an older passenger, or one who has limited mobility, is getting into or out of your vehicle. Be patient and considerate. Always respect their wishes; disabled people want to retain their independence. If someone tells you they can manage, then let them, but be prepared to offer help if they appear to need it or ask for it.

Do your best to offer a courteous and smooth ride to those with special needs. Also, think about the everyday problems faced by people trying to manage with children, strollers, or shopping trolleys. Allow time for strollers to be stowed away securely and in the correct place. This will prevent them being thrown forward in the event of an incident.

It is illegal for Taxi Driver to:

- Discriminate against people with disabilities; for example, by refusing to allow someone to board a vehicle simply because they have special needs.
- Treat people with disabilities less favourably; for example, by charging them more for a service.
- Fail to make a reasonable adjustment to the way they provide that service; for example, by ensuring that any ramp or lift is in working order.

What can you do to assist?

- Ensure that all facilities such as lifts, ramps, etc are present and in working order before commencing your shift.
- Pull up as close to the kerb as possible – this will assist all passengers entering/exiting the taxi and help with loading/unloading luggage.
- Avoid sudden braking and acceleration.

When dealing with passengers who have disabilities remember:

- Some passengers won't be able to see or hear your vehicle approaching – be on the lookout for them.
- People with disabilities are not all the same, so don't make assumptions or generalisations.
- To give passengers time to get seated and fit their seat belt before moving off.
- To avoid being patronizing.

Guide, hearing and assistance animals

- A guide, hearing or assistance animal is specially trained to perform specific physical tasks to assist a person with a disability.
- Are legally permitted to accompany passengers on public transport, a guide, hearing or assistance animal must be certified, and have passed the public access test (PAT).
- Once certified, the owner must display the guide hearing and assistance dogs' badge on the dog's coat or harness.
- If a passenger tells you that the dog is an assistance dog but has no identification as outlined under the state act. They still have access rights under the DDA 1992.

A guide, hearing or assistance dog is not a pet or a 'companion' dog. When you meet a person with a guide, hearing or assistance dog, it's important to remember that the dog is working dog and even though it may appear that the dog is not performing a task they should be treated as a working dog. Most people are familiar with the guide dogs used by people with vision impairment however, there are many other dogs that assist people with a disability in their day-to-day activities, including dogs that:

- Alert people with a hearing impairment to a sound.
- Pull wheelchairs or carry and pick up items for people with mobility impairments.
- Help people with mobility impairments to balance.

Legislation states that every person who relies on a service or assistance animal has the right to access public places. Every taxi driver must accept assistance animals. Refusal to carry a guide dog or assistance animal is considered discrimination and will likely lead to possible legal action.

Visually Impaired

- A visually impaired person will normally carrying a white stick, a long white cane or be accompanied by an assistant animal. Note: If the stick has a red ring or red and white checks painted on it, or the dog has a red and white harness, they also have impaired hearing.
- Remember, visually impaired people may depend on their local taxi service for mobility and independence.

Mobility Impaired

- A mobility impaired passenger may have crutches, a walking frame, or any other walking aid. It is important to show consideration and understanding, whether they have special needs or not.
- Try to imagine what assistance you would like if you were in the position of a person with mobility difficulties.
- If your passenger is in a wheelchair a Wheelchair Accessible Maxi Taxi will be needed. Maxis are required to give priority to bookings by people who use wheelchairs but may be used to carry other passengers when not engaged with wheelchair bookings.
- Make sure that you are thoroughly trained in the safe use of wheelchair lifts, ramps and securing devices. If you drive a vehicle fitted with this equipment, never let untrained people operate it.

Hearing Impaired

To improve communication with a hearing impaired passenger, try to look at the person when you speak to them. Doing this will help most hearing-impaired people to understand you.

Physical Disabilities

Be aware of passengers who may be suffering from arthritis, stiff joints, artificial limbs or conditions such as multiple sclerosis which may cause them pain when seated in your taxi. As they may find it difficult to brace themselves against sharp movements or sudden stops it is important to consider this and drive smoothly and safely.

Learning Disabilities

Passengers with learning disabilities may appear fit and active but can find taxi travel challenging. They may experience difficulty understanding what you are saying or being understood themselves. You will need to be patient and calm when dealing with these passengers as any unexpected problems can sometimes produce a sense of panic. With patience and understanding you can contribute towards their confidence and sense of achievement.

Parking Penalties

Across Australia, parking offence is one of the more serious as far as penalties go, attracting both a hefty fine and demerit points.

PUBLIC VILIFICATION

Vilification is illegal when it:

- Happens in a public place; and
- encourages others to hate, abuse or strongly react against individuals or groups because of their race, religion, sexuality or gender identity.

Workplaces are considered public places. This means that any workplace communication, either verbal or written is considered Vilification if it incites hatred or abuse against individuals or groups because of their race, religion, sexuality or gender identity.

Some examples of public vilification are:

- Racial or religious hate graffiti written on work toilet walls, or in company vehicles, which incites racial or religious hatred.
- Co-workers asking a transgender person what sex they are today, publicly abusing them, and trying to get others to do the same.
- Wearing of symbols, badges or clothing in the workplace, or in company vehicles, with slogans that incite racial or religious hatred.
- Abusing a person because of their race or religion in the workplace which encourages others to hate people of that race or religion.

What to do if you are discriminated against, harassed or vilified?

Choose the course of action you feel most comfortable with, you can either contact Black & White Cabs for advice or to investigate or contact the Anti-Discrimination Commission as outlined below.

Name: Mr John Lobwein

Position: Chief Operating Officer

Location: Black & White Cabs, 11 Dryandra Rd, Brisbane Airport, QLD 4008

Telephone: 07 3860 1800

All complaints will be treated seriously, and in accordance with the following process:

- Investigations of complaints will be conducted promptly and discreetly.
- Confidentiality will be maintained. The only people who will be made aware of the situation will be those whose involvement is necessary to resolve the complaint.
- No person will be victimised or otherwise disadvantaged as a result of bringing a complaint or acting as a witness for a complaint. Victimisation is against the law, and offenders will be open to legal action.
- Principles of natural justice will be maintained throughout any investigation using these procedures. Also, persons responsible for investigating and resolving complaints have a duty not to be affected by bias or conflict of interest and must act in a fair and impartial manner.
- The person who the complaint has been lodged against has the right to be informed of the allegations made against them and who has made them. Each party has the right to put forward their case, to be kept informed of the progress of the investigation and the outcome.
- The company will take disciplinary action against any employee who discriminates against, harasses, or vilifies another person at the company's premises or in a company vehicle or at any activity under the auspices of the company.

Make a complaint

- You can make a complaint online at <https://www.humanrights.gov.au/complaints/make-complaint>. If you

prefer, you can print off a complaint form, fill it in and post it your local Black & White Cabs office. You will not be disadvantaged in your employment conditions or opportunities as a result of lodging a complaint.

- The Commission will investigate the complaint and attempt to resolve it through conciliation. The aim is to resolve the matter in a confidential way that will be acceptable to both the complainant (the person who lodged the complaint) and the respondent (the person against whom the complaint has been lodged). A conciliation conference will usually be held. It is a private, informal meeting between the complainant and the respondent.
- The complainant may seek to have a representative or support person such as their solicitor, union representative, advocate or a family member to accompany them to the conference so that they can provide legal or moral support. This is usually allowed in consultation with the conciliator, who has the authority to decide who can participate in the conference. As a general rule, legal representation will be allowed unless the representative is so disruptive that their continued presence is not assisting with the process of conciliation.
- The aim of the conference is to allow the parties to the complaint to discuss the alleged discrimination or harassment in a non-threatening environment and to attempt to find a way of resolving the complaint which is satisfactory to the parties. The conciliator will not decide the guilt or innocence nor impose a settlement.
- If at the end of the conference an agreement has been reached between the parties to settle the complaint, the Commission can prepare a written Conciliation Agreement that details the terms of the settlement. This agreement is filed with the Anti-Discrimination Tribunal and is legally enforceable through the Court system.
- If a complaint fails to resolve, either the complainant or the respondent can request the Commission to refer it to the Tribunal for hearing. The Tribunal is not bound by the rules of evidence and hearings are held in public unless the Tribunal otherwise directs.
- Tribunal decisions are binding and enforceable like any other Court Order. Appeals may be made to the Supreme Court on points of law.

Drivers are reminded to not abuse customer information including using their telephone number (if provided on a job) to make contact in the future. The Black & White Cabs policy for this can be found [here](#).

3.5 DEALING WITH DIFFICULT CUSTOMERS & PROVIDING CUSTOMER SERVICE

Providing exceptional customer service is a critical part of being a taxi driver. Your customers should always see you as a helpful, friendly, attentive taxi driver, responsive to their needs, while being confident and positive. Research shows that customers will form their first impression of you and the business within the first 3 to 4 seconds of coming into contact.

The customer has a right to expect the following from their Taxi Driver:

- A professional, courteous and prompt service;
- Service of a consistently high standard and quality;
- Reasonable assistance when required
- A fair price for the service

Customer care is not just about driving a passenger from A to B, it's about the way you look after your passenger which includes:

- Being well-presented and having a clean car;
- Greeting the customer;
- Establishing the destination and most appropriate route including tolls;
- Driving in a safe manner; and
- Communicating with the customer in an appropriate manner.

Please click the following link for a full outline on dealing with difficult customers and [Providing Customer Service](#).

3.6 USE OF MOBILE PHONES

To keep yourself and other road users safe your full attention is needed when driving. Driving while using a mobile phone held in your hand is illegal—even if you're stopped in traffic. This means you can't:

- Hold the phone next to or near your ear with your hand
- Write, send or read a text message
- Turn your phone on or off
- Operate any other function on your phone.

For the full fact sheet on Driving and Mobile Phones including the penalties that can arise from doing so please visit <https://www.qld.gov.au/transport/safety/road-safety/mobile-phones>

Further to the information provided by QLD transport, Black & White Cabs handle many complaints about drivers being on the phone while they have passengers on board. Therefore, Black & White Cabs have set a policy that no driver is to be on their phone, even on a hands-free device while the driver has customers on board. While a customer is in the vehicle, the driver's number one priority is to deliver the customer safely to their destination. Drivers who are reported to be having a hands free phone conversations while a customer is in the vehicle will be disciplined appropriately.

[Driver Infringement and Penalties Policy](#)

3.7 COMPLIMENTS AND COMPLAINTS

Complaint management is the process of how organisations handle, manage, respond to and report customer complaints and feedback. Systems are put into place to track and trend the data that is captured by complaint management processes.

Black & White Cabs have complaints management systems (CMS) in place with a view to utilising the data received from complaints to improve policies, procedures and training methods.

Black & White Cabs frequently receives complimentary feedback from members of the public. This feedback is passed on to the individual drivers and to the rest of the fleet.

Although the company normally receives feedback directly from customers, drivers or operators may also receive feedback from customers and it is important that it is passed on to the Fleet Operations staff as soon as possible by phone or email.

For a copy of Black & White Cabs full Complaint Management Policy please refer to the following link:

[Complaints Management Policy](#)

3.8 LOST PROPERTY

Each week lost items are handed in by honest taxi drivers in the hope that their rightful owners will be tracked down.

While wallets and mobile phones can quite easily be returned, other items such keys and clothing are more difficult to reunite with owners as they come without any formal identification. If you find goods or money, you can't keep them. In fact, police may charge you for keeping goods or money you've found if you don't hand it in. After three months, if the owners have not been found, the lost property is sent to charity.

Dealing with a lost property report can be time consuming. Lost property frequently results in complaints about drivers. Most of these complaints could be avoided if some simple procedures were followed. Drivers and operators must be aware of their obligations with regard to lost property:

- ask customers if they have all of their belongings when they are vacating the taxi
- check the vehicle after each hiring. If an item is found, it can be handed back immediately

- if an item of lost property is found, it must be reported to Black & White Cabs immediately via Query or Driver Enquires line.
- where possible, the driver must return the item to the customer. Drivers are entitled to be paid for returning lost property to the owner by use of metered fare only
- if a customer contacts the driver directly and requests the return of lost property, the customer must be advised of any charges applicable
- any items not returned to the customer must be delivered within 48 hours to lost property at Black & White Cabs headquarters, 11 Dryandra Rd, Brisbane Airport during office hours
- if the property is not returned to the customer or to Black & White Cabs in a timely manner then the driver risks the possibility of criminal prosecution.

Black & White Cabs Lost Property Department logs all lost property reports from customers. When an item is handed into Black & White Cabs headquarters it is matched with a lost report and returned to customer. From time to time a driver may receive a lost property message on their screen asking if they have found an item. This is to be answered honestly and in a timely manner. If a message has been sent and a driver has found the item they will need to get in contact with Black & White Cabs or customer as soon as possible.

Remember: what seems like trash to one person, may be treasure to someone else.

To report lost property, customers should be directed to complete the Lost Property form on our website here: <https://www.blackandwhitecabs.com.au/contact/lost-property/>

4.0 Driver In Car Security Systems

4.1 SECURITY CAMERA SYSTEM

From November 1st, 2019, any personalised transport vehicle that requires a security camera (i.e. a taxi) must have an approved audio capable system installed and operating. For a full list of approved cameras and for more information please click the following link:

<https://www.qld.gov.au/transport/public/operators/information-for-passengers/safety-and-security/vehicle-security-cameras>

Taxicomms' TaxicamHD is Black & White Cabs preferred camera, for more information on the TaxicamHD please see the following documents:

[TaxicammHD](#)

Note: The following instructions are around the use of the TaxicamHD camera system. If you have one of the other approved cameras on the TMR bulletin above, please ensure you obtain full user instructions from your camera provider.

The Taxi Security Camera System (TSCS) has been installed into most Queensland taxis and all taxis affiliated with Black & White Cabs in Brisbane, Toowoomba, Maryborough and Redcliffe to increase customer and driver security. To continue receiving the benefits of such an initiative, the operation and maintenance of taxi security cameras is critical. The operation and maintenance of taxi security cameras is an essential requirement and is the operators' responsibility. The Status Light, which is located next to the "Comfort Switch", is used to identify the operational status of the TSCS. This is an extremely important indicator light as it is the key initial fault identification indicator. Report any malfunctions immediately.

How do I tell if my camera is working?

The camera has a comfort button and Status LED box which is located on the right side of the steering wheel. The camera is working properly and recording when both the power and recording LED lights are lit **GREEN**.

When the camera is asleep the LEDs will not be lit. It will take up to 30 seconds for this to become lit after the vehicle ignition is turned on.

If no LEDs are lit, try shielding the box with your hand as the GREEN LEDs fade in sun light. Otherwise the power may be disconnected.

If the Error LED is Lit **RED** or the Record LED is **AMBER** a fault may have occurred — **report this immediately.**

TMR deems the TSCS is NOT fully operational if the Status Light display is:

- blinking red
- Amber LED on record
- not illuminated (no light)
- not showing a green LED after 30 seconds after the ignition is turned on

A basic systems test can be conducted by turning the ignition on, resulting in the status light displaying a POWER GREEN signal, then after 30 seconds a RECORD GREEN LED. Should the result be anything other than a green power and record, then a system fault is likely and service inspection by an authorised repairer is required as a matter of priority.

The Status Light display should be observed prior to the commencement of each shift and periodically throughout the shift.

USE OF THE TSCS

The system works continually by taking images every 10 seconds and storing these images in the standard memory of the camera. Images are also captured when the taximeter is activated, a door is opened or when the brake is used. These images are only stored for approximately 40 hours before they are progressively overwritten. When the motor is switched off for 10 minutes, the system goes into sleep mode until it is triggered again.

Drivers can activate the camera by pressing the Camera System Comfort Switch if they believe that their safety or the safety of others is at risk, or when they believe a crime may have been committed, such as fare evasion. When the M13 alarm is triggered, the camera takes images at a faster rate. The TSCS also tags images taken around activation. The images are overwritten after 168 hours.

When an incident occurs, it is important that the driver arranges to have the images downloaded as soon as possible to ensure they are not overwritten. Importantly, the camera does not require resetting after an accidental duress alarm, as it is equipped with an automatic reset function.

CAMERA DOWNLOAD

The recovery of images from the TSCS is restricted to protect the privacy of the public. If a driver requires the images to be downloaded, they must obtain authorisation from TMR or Queensland Police. Once the authorisation has been given, the driver must present the vehicle and the authorisation number to an authorised download station.

The following venues are authorised to perform both downloads and unlocks:

- Black & White Cabs – 11 Dryandra Road, Brisbane Airport. Ph. 3860 1800



- Taxicomms – 27 Nariel Street, Albion. Ph. 3262 8722
- Garden City Cabs – 84 Drayton Road, Harristown. Ph. 4635 7250
- Black & White Cabs Maryborough – Shop 2,133 Adelaide St, Maryborough. Ph. 0455 555 220

ROLES AND RESPONSIBILITIES

Drivers

In driving a taxi fitted with a TSCS, it is the driver's responsibility to:

- be competent in the operation of the TSCS, and request additional training if required
- know how to arrange for the download of images following an incident
- ensure that the system is operating correctly before commencing a shift (as shown by the System indicators), and regularly check that it continues to operate correctly during the shift
- not drive the taxi if the TSCS is malfunctioning in any way (i.e. not take any fares until it is repaired), unless the operator has given written notice to the Director-General or delegates that the TSCS is not operational and the driver carries a copy of this notice. (refer to S85 of the Regulations)
- not drive the taxi unless there are approved TSCS signs fitted to each door of the taxi and in a conspicuous place inside the taxi that allows the passengers of the taxi to readily see the sign and be aware that they will be photographed
- operate the system in accordance with the Supplier's instructions
- report any malfunctions to the operator or Taxi Company immediately
- report all security related incidents immediately if it is safe to do so
- only request a download of images following a Less Serious or Serious Incident
- comply with the instructions of the operator, Taxi Company or QPS in respect of the download of images from the system following an incident.

Operator

Where the operator operates a taxi fitted with a TSCS, it is the operator's responsibility to:

- ensure that the taxi is fitted with only a TSCS that meets the Specifications
- maintain the TSCS in a fully operational condition at all times
- not allow the taxi to be driven if the TSCS is malfunctioning in any way (i.e. not take any fares until it is repaired), unless the taxi licence holder or operator has given written notice to the Director-General or delegates that the TSCS is not operational and the driver carries a copy of this notice (refer to S85 of the Regulations. Appendix A)
- make arrangements for the download of images, as well as the servicing and repair of a TSCS in accordance with these guidelines, and make such arrangements known to all drivers of taxis operated by them
- ensure that an approved TSCS sign is fitted to each door of the taxi and in a conspicuous place inside the taxi that allows the passengers of the taxi to readily see the sign and be aware they will be photographed
- arrange training for drivers in the use of the TSCS
- ensure all drivers are competent in the operation of the TSCS, and provide additional training to drivers if required or requested
- maintain a register of drivers trained on the TSCS in the operator's taxi(s) and confirm each as competent
- develop and implement any additional procedures to facilitate compliance with these guidelines and the Transport Legislation

PROVIDING NOTICE OF A FAULT

The operator may give written notice to TMR stating that the TSCS is not or will not be fully operational during the notice period because it is undergoing maintenance or being repaired.

Neither the operator nor the driver commits an offence by driving the taxi without a fully operational approved TSCS during the notice period. The notice period cannot be more than 4 days. Should repairs not be completed within the 4 day period, a further written notice is to be lodged to cover each subsequent 4 day period. A copy of the written notice given to TMR is to be kept in the taxi during the notice period. An approved “Fault Notification” form is available from the TMR website.

The information contained in this section has been produced as a guide to assist in the understanding of legislation and policy for the TSCS. It is an interpretation of the relevant Acts and Regulations and should not be used as a reference to a point of law.

4.2 GREEN DISTRESS LIGHT

The Green Distress Light is located on top of the hail light mounted on the roof of the taxi. When the Green Distress Light is activated members of the public, police and other taxi drivers are alerted to the fact that the driver feels their safety may be at risk. The green distress light is activated by the High Alert Switch (M13) located on the right hand side of the steering column in the taxi. Push the toggle switch upwards momentarily to activate the Green distress Light alone.

4.3 ALERT TO CALL CENTRE – DRIVER IN POSSIBLE DANGER (CODE M12)

M12 is the code used for a low level alert when a driver has concerns about the customers but is not in immediate danger. Activating the M12 is done on the MTI System by pressing Main – Query – 6 (M12). The Query Operator will contact the driver and ask questions designed to ascertain the driver’s location and destination, in addition to letting the customers know that the situation is being monitored without the customer being aware the M12 alert has been activated

4.4 HIGH ALERT SWITCH – DRIVER IN DANGER (CODE M13)

M13 is a high level alert, activated by using the alarm switch on the steering column. It is important that the driver check the location of this alarm switch in the taxi. Testing that the alarm switch is operative should be done at the beginning of each shift on the MTI System – refer below.

THE M13 ALARM SWITCH

If an emergency situation arises, activate the M13 by pushing the alarm switch on the steering column for 3 seconds. After activating the alarm switch, remain calm and keep talking. The Query Operator will be listening, so the driver should give clues to the current location and destination mixed into normal conversation so the customer does not become suspicious. For example “Would you like me to turn right into Racecourse Road? That would be the quickest route to Ascot Pharmacy”. The Query Operator will then understand that you are currently in Hamilton heading toward Racecourse Road.

There are a number of points to remember:

- when the alarm switch is activated, the Query Operator is alerted and will have the ability to listen to what is happening in the taxi
- all conversation in the taxi will be recorded on tape for replay (if necessary)
- the dispatch system is able to track the taxi and give its location
- messages sent to the rest of the fleet to assist the driver will not be shown on the driver’s screen
- the Query Operator will take appropriate action and arrange police or other assistance (including other taxis)

Be aware of the location of police stations and those that operate for 24 hours per day. Refer to section 9.1 24 Hour Police Stations for the nearest police station to your location

Remember, the driver must be in a radio coverage area for the system to work correctly.

The Query Operator will not sign off an M13 emergency until they are absolutely certain that the driver is out of danger. The M13 alarm switch is only to be used if the driver is in imminent danger and requires immediate assistance.

M13 (ALARM), CAMERA DURESS AND GREEN DISTRESS LIGHT ACTIVATION

A single momentary action push button activates the M13 Alarm, Camera Duress and Green Distress Light. This alarm switch is located on the lower right hand side of the Steering Wheel Column.



M13 Switch



Distress (Green) Light Indicator



Distress (Green) Light Reset Switch

The M13 Alarm switch operates in the following manner:

- momentarily pushing the M13 Alarm push button will activate the Green Distress Light only
- pushing and holding the M13 Alarm push button for 3 seconds will activate the M13 Alarm and Green Distress Light
- the M13 Alarm may also be activated by pressing the 'red' key on the MTData Remote Keypad for 3 seconds. The Green Distress Light **will not** activate in this instance. This M13 Alarm activation is designed for use outside the car only and the Remote Keypad must be in range (approximately 20 meters of the taxi).

A green indicator light is located on the dash on the right hand side of the steering wheel to alert the driver that the Green Distress Light is activated.

The Green Distress Light can only be reset using the reset push button switch, usually located under the bonnet of the vehicle on the right hand side near the fire wall or on the left hand side near the fire wall or on the front grill. The location of the reset switch may differ for hybrids and Maxi Cabs and drivers should check the location with the operator.

TESTING THE M13 ALARM SWITCH

In MTData navigate to the Alarm Test Page:

1. From the main menu press next – Tools – System Status then Alarm Test. The Display should show "Alarm Off".
2. Push the M13 Alarm push button and the display should show "Alarm On".
3. Release the M13 Alarm Switch and the display should show "Alarm Off".

Pushing the M13 Alarm Switch in the Alarm Test page will not activate the M13 Alarm. However, the Green Distress Light will activate. This will cancel the camera duress. The Green Distress Light may be reset by pressing the reset button under the bonnet.

It is vitally important to Black & White Cabs that the Emergency Alarm in every taxi is operational and the driver is aware of how to activate it. Therefore, it is essential that the Emergency Alarm be tested regularly. Include a test of the emergency system in the daily pre-shift procedures. The driver will also be contacted periodically by the Query Operator to conduct a test of the Emergency Alarm. If the driver is unable to successfully complete the test, he will be immediately

suspended from the System until training is successfully completed. Similarly, if there is a technical issue that is preventing the Emergency Alarm from activating, the vehicle will be suspended until the fault has been rectified.

For further training or assistance on the operation of the Emergency System, please contact Black & White Cabs.

4.5 AVOIDING AN EMERGENCY SITUATION

While the emergency systems in the vehicle are for the safety and protection of the driver, there are some things the driver can do to help reduce the risk of having to use them. One of the main causes of arguments and violence between customers and drivers can actually be the driver's attitude. How you behave can affect the passenger so it is important to avoid conflict and be prepared.

At the start of the shift, a driver should:

- Inspect the vehicle to ensure all the safety equipment, including the security cameras and alarm system, is working
- Know where the local police station and other emergency services are located
- Know what to do in case of an assault, robbery or fare evasion
- Know how to handle difficult and aggressive customers without getting angry
- Be well rested, alert and aware of the surroundings
- Be focussed on providing excellent customer service to the customers

Please refer to the following link for further points and information

[Avoiding an Emergency Situation](#)

Robbery

Taxi drivers may have large amounts of cash in their vehicle, particularly towards the end of a shift, making them a target for robbery. If threatened, remain calm and cooperate with the assailant's demands. No amount of money or property is worth risking your life.

What can be done? Drivers can help avoid robbery by:

- Always locking the taxi when alone in the vehicle or away from the taxi;
- Minimising the amount of cash held in the taxi – leave it at home, or during breaks deposit it at a bank or well-lit automatic teller machine;
- Never displaying money to passengers (when passengers are paying the fare only expose the float, keep the rest of the takings out of sight);
- Never telling passengers they have had 'a good night' in relation to fares or takings;
- Promoting non-cash payments (credit cards or taxi vouchers);
- Not wearing expensive looking jewellery;
- Not displaying expensive electronic items such as smart phones and electronic tablets;
- Using distress alarms or other designated emergency communication devices if threatened.

5.0 FARES – CHARGES & PROCEDURES

5.1 THE TAXIMETER

The Transport Operations (Passenger Transport) Regulations 2018 defines the taxi meter as “an instrument that is designed to record and show fares for hiring's of a taxi.”

Taximeters are set in line with the Maximum fare schedule and Black & White Cabs requires that the taximeter is integrated to the dispatch system for TSS purposes.

Maximum fares only applies to taxi services from a rank or hail.

Maximum fares apply to a booked hire service only if the service is:

- a) for a member of the Taxi Subsidy Scheme; or
- b) provided in a Wheelchair Accessible Taxi to a person using a wheelchair. All other booked work is not subject to the Maximum Fares Notice.

The regulations require

- A taxi is fitted with a taxi meter
- A taximeter fitted to the taxi must be working
- The approved card reader must interface with the taximeter to enable the automatic calculation of the benefit under the taxi subsidy scheme for a journey.

For more information please refer to the following links:

Transport Operations (Passenger Transport) Regulations 2018 – Specifically S78 (definition), S83, S85 and S130 - <https://www.legislation.qld.gov.au/view/pdf/asmade/sl-2018-0119>

[Application of Taxi Fares – Queensland Taxi Fare Structure Maximum Fares Notice Information Bulletin](#)

5.2 LEGISLATED TAXIMETER CHARGES (RANK & HAIL)

The Department of Transport and Main Roads determines maximum fares for taxi services in Queensland under section 91ZR of the TRANSPORT OPERATIONS (PASSENGER TRANSPORT) ACT 1994.

Maximum fares apply to passengers of booked hire services provided in taxis that are:

- Rank or hail
- Taxi Subsidy Scheme (TSS)
- Wheelchair Accessible Taxis (WATs).

Maximum fares do not apply for all other personalised transport services that are booked. A fare estimate (in Australian dollars) must be provided prior to the journey commencing, or the fare agreed to upfront.

Maximum Fares - <https://www.tmr.qld.gov.au/business-industry/taxi-and-limousine/industry-information/taxi/taxi-fares-service-areas-and-maps>

High Occupancy Charges & BC (if applicable to Fleet)

Brisbane – Meter + \$12

Toowoomba, Gold Coast, Rockhampton and Townsville – Additional 150% on meter charge.

5.3 TOLLS

Brisbane has a number of major toll roads, bridges and tunnels. Ask the customer before taking a toll road. Remember, the route is the customer's choice.

All toll charges are payable by the passenger.

All taxi drivers should have an electronic tag (e-tag) and ensure that sufficient funds are on their e-tag account at all times.

Communication and Transparency

The latest taximeters will automatically add the toll or access fee to the fare via GPS coordinates. The taximeter displays the toll or access fee amount at the time it has been incurred and adds these amounts to the total fare that is displayed on the taximeter at the end of the journey. The total tollage (including access fees) is shown as a separate item on the receipt. These toll amounts are updated by Cabcharge whenever there is a toll increase.

For a current list of toll pricing and locations please visit the Linkt website: <https://www.linkt.com.au/brisbane/using-toll-roads/about-brisbane-toll-roads/toll-pricing>

5.4 FARE DEPOSITS (UP FRONT CHARGING)

Prior to commencement of the hiring, taxi drivers have the right to ask any customer to pay an estimated fare or a deposit up to the estimated fare amount. An estimate of how much the fare will cost at the start of the trip can be obtained from the Black & White Cabs website www.blackandwhitecabs.com.au or via the radio in your vehicle.

Drivers should exercise extreme care when requesting fare deposits. This can lead to conflict with customers, particularly late at night or early in the morning. The driver should issue a receipt for the deposit or estimated fare before the hiring starts.

Note: The estimate is not a negotiated amount and the deposit does not represent an agreed amount for the trip. If the final taximeter reading plus any tolls or airport fees (the total taxi fare) is less than the prepaid deposit, the driver must then refund the difference to the customer. If the total taxi fare is more than the prepaid deposit, then the customer must pay the balance to the driver.

For a full list of customer and taxi driver rights please refer to Qld Governments Taxi Safety & Compliance fact sheet found here: <https://www.qld.gov.au/transport/public/taxi/safetyandcompliance>

5.5 MULTIPLE HIRINGS (SHARE RIDING)

Multiple hiring is permitted with consent of the first and subsequent hirers. Each hirer is required to pay 75% of the fare shown on the taximeter at their destination. This is usually used in situations where a group of passengers who do not know each other have similar destinations and are willing share a taxi for a discounted rate.

Each passenger is regarded as a separate hiring. When the first passenger is dropped off, the meter is stopped and that passenger is to pay the amount shown which will be 75% of the total fare. The meter is then resumed and the next passenger is then taken to their destination. Once again the meter is stopped at the destination and will show 75% of the total fare payable. This continues until all passengers have been dropped off.

6.0 METHOD OF PAYMENT

Many jobs will be paid for by means other than cash. Drivers must be familiar with the various methods of payment. This part sets out details, the various credit cards and other systems. It also deals with the procedures for the processing of dockets and vouchers.

6.1 CABCHARGE

Cabcharge is an international taxi charge account system used throughout Australia. The Cabcharge EFTPOS terminal is

the smartcard reader required for the Queensland government's Taxi Subsidy Scheme (TSS). For this reason every taxi must be fitted with a Cabcharge EFTPOS terminal. The printer allows customers to receive a record of all fare transactions. The customer receipt includes the taxi number, the radio network and the time of trip for subsequent reference. For example, this assists in the tracking of lost property. The receipt also provides a detailed printout of drivers' shift reports.

Cabcharge provide a wide range of training videos. For training videos please visit the Cabcharge Driver's guide: <http://merchants.cabcharge.com.au/drivers/>

6.2 CABCHARGE EFTPOS TRANSACTIONS

EFTPOS is a safe, useful and easy way to make transactions when providing customers with taxi services.

At the start of the shift, drivers must logon to the Cabcharge EFTPOS system and provide their ABN details before any fares are taken. This is important as otherwise delays may occur, depending on the system demand and the reception available at the time.

It is important drivers ensure the Cabcharge EFTPOS system is not processing a request at the time they start or stop the engine. This could cause an interruption in the process and may lead to the loss of vital information at the end of the shift. Drivers are required to follow the instructions on the Cabcharge EFTPOS terminal screen. Drivers are not to press any buttons while the transaction is being processed as this could cause the transaction to be double charged, which would then create an annoyance and inconvenience to the customer.

If the driver hears any beeps or alarms coming from the Cabcharge EFTPOS system in their taxi, they may need to have it checked by an authorised technician or by their operator.

6.3 CREDIT AND CHARGE CARDS ACCEPTED

The following credit and charge cards are acceptable and must be used only through the EFTPOS system (unless the EFTPOS system/equipment is inoperative):

- American Express
- Diners Club
- Motorpass
- Motorcharge
- UnionPay
- Mastercard
- Visa
- Cabcharge
- Bank Debit Cards

6.4 DEBIT CARDS (EFTPOS)

Debit cards are linked to a savings or cheque account. Please note the following information regarding debit cards:

- debit cards have a daily withdrawal limit which is determined by the financial institution
- there is no minimum fare limit
- no cash withdrawals are to be given
- debit cards must only be used through the Cabcharge EFTPOS electronic terminal and never to be used in the imprinter
- all drivers must ensure that the internal decal, advising customers that a 5% service fee applies, must be prominently displayed on the left hand side of the windscreen.

- All fares \$82.50 and over require the driver's ABN to be included on the docket.

6.5 DOCKETS – BLACK & WHITE CABS

To help with processing of dockets correctly please ensure job numbers are placed on all dockets. It is the responsibility of all drivers to fill out their dockets at time of job.

Dockets should be lodged or cashed every month within the cut-off period which all operators should have a list of appropriate close off dates.

If dockets are lodged within this period they will be credited to the operators' Black & White Cabs account at month's end.

If dockets are cashed they will incur a 1.5% factoring fee on total of all dockets.

If operators have any queries concerning dockets please refer to Fleet Services on 38601845

For docket examples and instructions for what docket to use please see section 9.3 Docket Examples.

Night safe

A night safe has been installed for the depositing of dockets outside business hours. The safe depository is located outside the Fleet Services foyer (left hand side of the door) at Black & White Cabs headquarters, 11 Dryandra Road, Brisbane Airport.

To ensure the dockets are credited to the correct account, place all dockets in a sealed envelope and include an add-strip and a fully completed batch header inside the envelope.

The envelope must be fully identifiable, including the driver's name and cab number.

After the dockets have been deposited, the flap needs to be pushed shut and released. It is important to push the flap shut again, release, then open again to check the dockets have gone down the chute. If unsure where the safe depository is situated, one of our staff can be asked to point it out on a subsequent visit, or alternatively phone 3860 1800 during business hours.

6.6 TAXI SUBSIDY SCHEME (TSS)

The Taxi Subsidy Scheme (TSS) is a Queensland government program that improves the mobility and quality of life for Queenslanders with a disability by providing access to affordable taxi transport. Specific benefits of the scheme are:

- a subsidy of half the total taxi fare to a maximum subsidy of \$25, paid by the Queensland government
- access to subsidised taxi travel in other Australian states and territories that is (then) paid by the Queensland government

A driver of a taxi providing a taxi service must ensure that when a taxi subsidy scheme member presents their membership card for a journey, they:

- a) Insert the card into the approved card reader to validate the currency of the membership card and facilitate the payment under the scheme; and
- b) Sight the response from the approved card reader.

If the approved card reader is not working properly or not working at all, the driver must use a manual card reader to take an imprint of the membership card. A driver of a taxi providing a taxi service must ensure that a manual card reader is carried in the vehicle before commencing the shift. A driver of a taxi providing a taxi service must make a visual comparison between the person and the photograph on the taxi subsidy scheme membership card.

For full TSS information please [click here](#)

TSS Lift Fee

On 12th December 2016, the Queensland Government introduced a lift fee for any passengers requiring the service of a wheelchair accessible vehicle. This fee does not form part of the taxi fare. It is a payment by Government for above and beyond normal fares and is paid to drivers to subsidise the lengthy loading time for wheelchair bound passengers. The Queensland Government announced that TSS membership for eligible National Disability Insurance Scheme (NDIS) participants has now been extended.

TSS payment is eligible on both booked or rank/hail work, provided that the job is traceable (must be in MTI) and the TSS card was inserted correctly. Lift fees are paid directly to the operator of the vehicles so it is up to the operator to develop a system for drivers to claim payment of eligible customers. Any TSS payment enquiries can be sent to accounts@blackandwhitecabs.com.au.

For full information on the Taxi Subsidy Scheme Lift Fee please refer to the following link: <https://www.tmr.qld.gov.au/business-industry/Taxi-and-limousine/Industry-information/Taxi/Wheelchair-accessible-taxis>

6.7 DEPARTMENT OF VETERANS' AFFAIRS (DVA)

Black & White Cabs is an approved supplier for the provision of Booked Car with Driver Scheme services with the Department of Veterans' Affairs, the Repatriation Commission and the Military Rehabilitation and Compensation Commission. For simplicity, we refer to this work as DVA.

When completing a DVA job, drivers are not required to submit a docket to Black & White Cabs, although Operators may require some form of paperwork when claiming payment. This will need to be negotiated with the taxi operator at the time you commence a bailment agreement.

Black & White Cabs will deposit payments directly into Operators accounts each month.

6.8 SCHOOL GROUPS

Black & White Cabs holds a contract with TMR to transport students with disabilities to special education units and schools throughout Brisbane and its surrounding areas. All Groups jobs are required to be filled in on the white universal docket.

The following points are relevant:

- The dockets are to be completed in full
- The 'week ending' date must be a Friday
- The correct group number and fare details must be entered onto the docket
- Dockets more than 2 weeks old will not be accepted

All dockets \$82.50 and over also require the driver's ABN to be included on the docket to be accepted. Please refer to 10.2 for a completed Groups docket example.

6.9 MANUAL IMPRINTERS

The manual imprinter must only be used when the Cabcharge EFTPOS facility is not operational.

When using a manual imprinter, drivers must ensure:

- the card is a credit card (not a debit card) approved for use by the company
- the card has not expired
- the imprint is legible – hand written card details are NOT acceptable
- a manual imprinter is never used for fares that have been declined electronically
- the fare amount in words is the same as the amount in figures
- the signature on the card and docket are identical
- the customer signs the docket.

Please note that fares can not be split to avoid floor limits – the Cabcharge EFTPOS terminal will reject the second transaction.

The following guide shows when a card can be used in a manual imprinter and when a driver should obtain authorisation from the Query Operator:

Cards	Electronic Capability	Manual Imprinter Capability	Floor Limits - Authorisation Required – Go to Query
Cabcharge	Yes	Yes	Yes – for imprinted fares only
American Express	Yes	Only if the Cabcharge EFTPOS facility is inoperative and the driver has received an authorisation number from Query	Yes – for fares above \$100 electronic, and all imprinted fares
Diners Club	Yes	Only if the Cabcharge EFTPOS facility is inoperative and the driver has received an authorisation number from Query	Yes – for fares above \$150 electronic, and all imprinted fares
JCB	Yes	Never – Electronic only	Yes – for fares above \$75 electronic, and all imprinted fares
Motorpass	Yes	Only if the Cabcharge EFTPOS facility is inoperative and the driver has received an authorisation number from Query	Yes – for fares above \$150 electronic, and all imprinted fares
TSS Smartcard	Yes	Drivers must use Taxi Subsidy Scheme (TSS) Restricted Use Slips	N/A – smartcards can be used for fares up to a maximum fare value of \$50.00
Mastercard	Yes	Only if the Cabcharge EFTPOS facility is inoperative and the driver has received an authorisation number from Query	Yes – for fares above \$75 electronic, and all imprinted fares
Visa	Yes	Only if the Cabcharge EFTPOS facility is inoperative and the driver has received an authorisation number from Query	Yes – for fares above \$75 electronic, and all imprinted fares
Debit Cards	Yes	Never – Electronic only	No – never use imprinter

For instructions on how to use the manual imprinter machine please refer to the following link - <https://www.merchants.cabcharge.com.au/green-docket>

6.10 DOCKET AND CREDIT CARD FRAUD

Fraudulent use of a docket used for the payment of a taxi fare is a criminal offence. Drivers need to be aware that this practice could lead to criminal charges and disaffiliation from Black & White Cabs.

Drivers also need to be aware of potential fraud by customers using credit cards. Cab Drivers can be the target by criminals using stolen cards or cards produced as a result of identity theft. In an effort to protect yourself from being impacted by fraudulent cards our Drivers should:

Inspect the card closely and make sure the card is within the valid from and valid to dates printed on the card.

Check that the card does not appear to be altered in any way – if it has you are well within your rights to seek payment of another form.

If a signature is required make sure that the signature panel on the reverse of the card contains the card company name and is printed at an angle of 45 degrees

Check that the card has the proper security measures in place (embossment etc.)

Check that the first four embossed numbers are shown again immediately below these embossed numbers.

If you tilt the card in your hand the hologram on the credit card (MasterCard and Visa) should move and / or change colour.

7.0 FOR OUR OPERATORS & DRIVERS

7.1 DRIVER RESPONSIBILITIES

Transport & Main Roads have released a bulletin that outlines the full list of responsibilities of a holder of a driver authorisation and driver of a public passenger vehicle. Please [click here](#) to read the following document released by TMR:

7.2 TAXI BAILMENT AGREEMENTS

The Queensland Government no longer regulates the requirement for mandatory written bailment agreements between taxi operators and drivers. However, to be a Black & White Cabs affiliated driver, Black & White Cabs have implemented a company policy that you must enter into a bailment agreement with your operator.

‘Bailment agreement’ refers to a business relationship between a taxi operator and an authorised taxi driver. It can cover topics such as what payment will be given by the driver to the operator for the right to bail their vehicle for a period of time as well as any other entitlements or obligations agreed to.

Any taxi service bailment agreements in force immediately before 9 June 2017 will still continue. The Department of Transport and Main Roads has published a model bailment agreement, which may be utilised by operator and drivers.

For more information on Taxi Bailment agreements or the model bailment agreement mentioned above please refer to <https://www.tmr.qld.gov.au/business-industry/Taxi-and-limousine/Industry-information/Taxi/Taxi-bailment>

7.3 COMMUNICATIONS SYSTEM

A taxi driver must be logged on to an approved computer dispatch system at all times while the taxi is being operated.

Black & White Cabs has invested in MTI’s taxi dispatch systems. Reliable communication is important in order to make the dispatch process as efficient as possible. The MTI System offers radio and/or public network (GPRS or NextG or both) communication. Utilising both methods live and simultaneously can assist in the cost effective operation of a taxi business.

These functions can help by:

- increasing earnings of drivers
- reducing dead running
- saving time through efficient communication

For more information on how to use MTI dispatch system please refer to the MTI Driver Handbook.

7.4 FLEET OPERATIONS DEPARTMENT

Once a driver is affiliated with Black & White Cabs, the majority of contact will be with the Fleet Operations department at the company headquarters. The Fleet Operations department is there to offer assistance and advice on various matters including:

- Vehicle standards, compliance and inspections;
- Customer feedback and complaints;
- Camera downloads;
- Driver affiliation updates;
- Driver safety and fatigue management;
- Driver support following an accident or incident;
- TMR requirements;
- Road and Rank Supervision;
- Lost property.

You can contact the Fleet Operations department on 3860 1800 or email fleetops@blackandwhitecabs.com.au

7.5 ROAD SUPERVISOR TEAM

Fleet Advisors & Road Supervisors assist in identifying issues relating to driver and vehicle standards “on the road”.

Black & White Cabs is part of the regulated personalised transport industry, operating under a Booking Entity Authorisation (BEA) with the Department of Transport and Main Roads. As a result, there are conditions that require certain standards to be upheld for the benefit of the travelling public – our customers. The Team helps Black & White Cabs meet those service standards.

It is imperative for Black & White Cabs to uphold a high level of expectation to ensure our product – the Taxi – exceeds the expectations of our Customers.

There are three levels in the Road Supervisory Team:

Fleet Advisors – When joining the team, drivers will be invited to be a Fleet Advisor. Fleet Advisors will assist the team by carrying out (primarily), a reporting role.

Road Supervisors – After a qualifying period (normally 12 months), some Fleet Advisors will be invited to become Road Supervisors. The Road Supervisor is permitted to engage with drivers over issues and is also invited to assist with Rank Supervision, vehicle inspections and other roles from time to time.

Senior Road Supervisors – Senior Road Supervisors (SRS) are the most experienced Road Supervisors. Aside from normal duties, SRS may be asked to represent the company at functions, meetings with stakeholders and other company related business. SRS will be involved in the selection and approval process for the Fleet Advisors and Road Supervisors.

For the full information regarding the Black & White Cabs Road Supervisory team please read the following document:

[Role of the Road Supervisory Team](#)

7.6 RANK PROCEDURES

Taxi ranks provide a more streamlined and fairer service to customers. There are simple rules that drivers must follow when operating on taxi ranks:

- Always follow the directions of rank marshals if on site
- Always approach the main rank from the feeder rank, if a rank has a feeder
- Never leave your taxi unattended on a rank or feeder unless picking up a parcel
- Always drop off customers at the rear of the rank to avoid cutting off or disrupting the operation of the rank
- Only pick up the first customer on the rank
- Never refuse to take customers based on their destination
- Always maintain the proper queue position relative to all taxis on ranks and feeders and give way to vacant taxis arriving from behind
- Never accept a hail within sight of a rank which has people or taxis waiting on it
- Never tout, as it is illegal. Touting is any action whereby a taxi driver approaches customers to solicit the hiring of their taxi
- Only park and ply for hire on a designated rank
- Never dispute fares or queue position either on the rank or in public. Report the issue to the Fleet Operations department.

Priority and the customer's right to choose.

The first taxi on the rank has priority for customer pickups from the rank. Rank Marshals, if present, may organise multiple hiring's or customers to skip to the front of the line for various reasons.

Once customers are at the front of the line, they have a right to choose which taxi they travel in. Therefore, if drivers are on a taxi rank and a customer insists on taking their taxi, it is a requirement to take the hiring.

Secure Taxi Ranks (Rank Watch)

Secure taxi ranks operate in popular nightlife precincts on Friday and Saturday nights, and for some special events. They are staffed by taxi rank marshals and security guards, and monitored by CCTV.

Rank Marshals for secure taxi ranks are provided by Black and White Cabs across the state of Queensland.

Licensed taxis have exclusive access to secure ranks. They are not for use by limousine or ride-share vehicles.

Why use a secure rank?

- an opportunity for taxis and passengers to queue in an environment where unruly and inappropriate behaviour is minimised
- passengers know there is an organised supply of taxis to the rank to meet demand
- assistance to manage the flow of passengers and organise share rides as required
- availability to have a passengers queries about routes and fares answered
- availability to provide support for taxi drivers as required

Abusive or inappropriate behaviour towards rank supervisors or other customers waiting in the queue will not be tolerated. People who behave unacceptably will be asked to leave the rank. Police will be called in cases of continuing abusive or inappropriate behaviour.

Nightlink Flatfare Ranks

TMR funds the provision of supervisors and security guards at NightLink FlatFare ranks. The NightLink FlatFare taxi

service is designed to quickly clear people out of the Brisbane CBD and Fortitude Valley areas by encouraging customers to share ride in Maxis and People Movers.

NightLink FlatFare taxi services are only available from the four dedicated ranks and cannot be pre-booked. All fares are determined prior to passengers entering the taxi and the driver will be paid for the journey before leaving the rank.

The ranks operate every Friday night (Saturday morning) and Saturday night (Sunday morning) and on other selected dates where demand exists. The rank hours may be adjusted at the discretion of the Rank Watch Manager due to patronage demand.

Secure Rank Locations

- Treasury – 199 George Street Brisbane
- Eagle Street (including Nightlink Flatfare) – 121 Eagle Street Brisbane
- Victory Hotel – 197 Charlotte St Brisbane
- Wickham Street – 225 Wickham Street Fortitude Valley
- Wickham Street Feeder – 201 Wickham Street Fortitude Valley
- Wickham Street Prohibition (including Nightlink Flatfare) – 206 Wickham Street Fortitude Valley
- Warner St - Maxi (Nightlink only) – 38 Warner Street Fortitude Valley
- Ann Street (including Nightlink Flatfare) – 648 Ann St Fortitude Valley
- Brunswick Street South – 339 Brunswick St Fortitude Valley
- Caxton Street – 38 Caxton Street Brisbane
- Toowoomba – Left side of Margaret Street outside Fibber Magee's

7.7 AIRPORT OPERATIONS

Overview

Taxi ranks are conveniently located at both the International and Domestic Terminals. At the Domestic Terminal, the taxi rank is located centrally in front of the terminal. At the International Terminal, the taxi rank is located at the northern end of Arrivals on Level 2. All access fees are payable via an electronic tolling system only (no cash payment), which enables free-flowing movement of taxis through the terminal access roads.

Taxi Operations

Taxi operations at Brisbane Airport can be split into two groups

- General taxi rank
- Pre booked taxis

General taxi ranks

There are four general taxi ranks located in the airport precinct:

1. International Terminal
2. Domestic Terminal
3. Skygate – Woolworths
4. DFO

1. International Terminal

The International taxi rank is located on level 2 of the arrivals road; the rank is fed via the “snake feeder” road sign posted

“taxi only”. All taxis wishing to pick up from the International taxi rank must proceed into the International “snake feeder” and join the standard queue (do not go to the Central Parking Area -CPA). An automated call forward system is in place with the boom gate at the front of the feeder with a LED signals the next car up to the rank. A bypass lane to the right is available for cars exiting & not going up to the rank. The airport toll is payed via an electronic toll using a standard E-tag. Only valid tags with credit will be allowed to enter. For further information on using an E-tag at the airport, please see “E-tags at Brisbane Airport”

2. Domestic Terminal

The Domestic taxi rank is located centrally in front of the Domestic terminal and is fed by the main feeder located in the Central Parking Area (CPA) and a secondary feeder at the Northern End of the terminal. All taxis wishing to pick up customers from the Domestic rank must first proceed to the main holding area at the CPA and queue in marked rows. A kerbside officer will then send taxis down to the secondary feeder as required. Flight information boards, toilet facilities, a prayer room and a cafeteria are available to all drivers while waiting in the CPA.

Pre-Booked taxis

Any drivers wishing to pick up a pre booked fare must have or be listed on a Brisbane Airport Ground Transport Licence. Licenses can be applied for online at the Ground Transport website go to www.bne.com.au qualify for a licence the operator of the taxi must have a valid TMR OA number. This number is displayed on the rear windscreen.

Both International and Domestic terminals have parking locations for pre booked taxis and are shared with the limousine operators. Fees are applicable for all locations and are detailed on the entry points and in all Brisbane Airport GTO licences. As the fees are time based drivers are encouraged to wait in the Central Parking Area (separate parking available for pre booked taxis) until the passengers corresponding flight has landed. Only then should drivers proceed to the terminal parking locations. Tag readers are located at all entry points and if the taxi has a valid Etag which is registered to a licenced operator at www.bne.com.au, then the access gate will open when the taxi reaches the gate. Digital signs are located on the exit points that will provide a message detailing how long the taxi was parked and the fee that has been charged to the tag account.

Taxi Short Fare Return System

Both the International and Domestic general taxi ranks are equipped with a short fare return system.

What the driver needs to do

Simply drive out of the taxi rank with the passenger. The customer may be transferring between Terminals, visiting a surrounding office or going to the Skygate Precinct. After the driver has dropped off the customer, the driver can return to the Central Parking Area to claim a Short Fare. Once the driver has been validated at the Central Parking Area by the Short Fare System, they will be issued a message via a digital screen which will advise them to return to the **Domestic Terminal Feeder only. The system is designed to only cater for fares within the airport precinct.**

Short Fare System in 5 easy steps

1. Pick up the passenger from the International or Domestic ranks. The meter must be on when leaving the rank to register the trip.
2. Drop the passenger off at their destination.
3. Return back within the allocated time to the CPA via Lane 15 and follow the signs for the Short Fare System.
4. Wait at the stop line in Lane 15.
5. Follow the message on the digital sign:

- **PROCEED TO DOM** – Go immediately to the Domestic feeder.
- **FAIL EXIT SF LANE** – Drivers must exit to the left and join the end of the main taxi queue.

Please refer to following link for [Short Fare System Procedure](#)

Etags at Brisbane Airport

Electronic tolling is used at all of Brisbane Airport's main taxi ranks. This means that drivers need to open a valid tolling tag account to access the Airport's Domestic and International ranks.

Linkt and E-way tags can be used, however please check with the tag provider.

Some important things drivers need to know:

1. Drivers **MUST** have an in-vehicle tag to access the ranks.
2. The Etag account **MUST** have a positive balance to access the ranks.
3. The Etag **MUST** be installed correctly in the taxi.

For more information on obtaining an E-tag for a taxi please visit Linkt - <https://www.linkt.com.au/brisbane/contact-us>

Brisbane Airport Contact Information

BRISBANE AIRPORT CONTACT INFORMATION

Complaints/Compliments email to: gto.complaints@bne.com.au

Brisbane Airport website: www.bne.com.au

New GTO applications: www.bne.com.au/gto

Pre Booked taxi access www.bne.com.au/gto

Faults Please report all faults to a kerbside officer

The Australian Federal Police

The Australian Federal Police (AFP) is the primary law enforcement agency at the 10 major Australian airports, including Brisbane Airport. Law enforcement in the Brisbane aviation environment includes deterring, preventing and responding to threats of terror, investigating serious and organised crime in the aviation sector and performing a uniformed policing role. The AFP works closely with the state police, Commonwealth Government agencies, airport operator and airlines to coordinate action against terrorist and other criminal threats to Australian aviation safety and security. If you require a police response at Brisbane Airport, or wish to report an incident or provide information, please call the AFP on 131 AFP (131 237).

7.8 PASSENGER PICK UP AND SET DOWN

Taxis play a crucial role in helping to reduce congestion throughout the city. Below are helpful reminders for taxi drivers on parking, passenger pick up and set down.

Bus and transit lanes

Bus and transit lanes on major roads improve the speed and reliability of bus and taxi services and improve passenger safety. Taxis are permitted to use bus and transit lanes at all times. This does not include busways. Taxi drivers cannot stop in these zones.

Clearway

Clearway conditions operate on some busy streets to improve traffic flow and safety. Taxi drivers are allowed to pick up or set down passengers in clearways, but cannot park in these zones, leave their vehicle or wait in clearways for a fare. Stopping in clearways may cause congestion or endanger pedestrians and other motorists.

Yellow lines

Solid yellow lines are painted on the road to prevent vehicles from parking where they can cause obstruction, safety hazards or be damaged. A solid yellow line means no stopping at any time and applies to all vehicles, including taxis. If a driver stops on a yellow line they can be fined or the taxi can be towed away.

Do Not Double Park

It is illegal for taxi drivers to double park, even if the driver remains in the vehicle. Double parking causes traffic congestion and is dangerous for pedestrians and other road users.

Do Not Park across Driveways

Do not park a taxi on a footpath or across entrances or a fine will be incurred. Driveway entrances must be kept clear for vehicle turning points or emergencies.

Passenger Pickup and Drop Off Areas

When arriving to pick up your passenger always assess the area, taking into consideration if the area the customer has requested is in a no stopping zone, on a blind corner or close to an intersection. In some instances, you may be required to stop in more suitable area.

7.9 SEATBELTS AND CHILD RESTRAINTS

The simple interpretation for cab drivers to follow is:

1. If the correct child restraint is in the vehicle it must be used. Refer to **s266 (2)**.
2. Child under the age of 1 can sit on a passengers lap, but not in the front seat of a taxi.
3. Passengers over 1 year old and up to 7 years old are the responsibility of the adult in the vehicle. If accompanied by a person, that person is responsible. If not, then the driver is responsible.
4. Drivers must ensure that all passengers between 7 and 16 years of age are restrained by seatbelts while travelling in a Taxi Vehicle.
5. Drivers must take all reasonable steps to inform other passengers that they are required to wear a seatbelt while travelling in the Taxi Vehicle.
6. Drivers must wear seatbelts at all times.

For full information document please click [Seatbelt Policy](#)

7.10 UNIFORM STANDARDS

Black & White Cabs requires that drivers must be well groomed and neatly dressed.

Drivers must be well groomed and dressed in the company uniform at all times when driving a Black & White Cab.

Drivers will not wear the Black & White Cabs Uniform except when driving a Black & White Cab. If drivers are in the uniform before or after work, they are expected to maintain a high standard of respectability in their appearance.

Hair: To be clean and tidy.

Uniform: To be washed and ironed daily and shirts or blouses tucked in at all times.

Hygiene: Face and hands and fingernails to be clean, deodorant or similar to be used.

General: All aspects of a driver's appearance, including items of jewellery, tattoos, hair colour and style etc. are to be of an appropriate and acceptable standard for dealing with the public.

Mobile Phone Ear Pieces: Drivers are not to wear ear pieces or other equipment for mobile phones or similar at any time. Drivers are to utilise Bluetooth or other technology and run phones through the radio in the taxi. Once engaged, all mobile phone calls are to be terminated and if a call comes in during a paid fare, the call is not to be accepted.

This practice also applies when you are the first B&W cab on any rank.

For Black & White Cabs full driver presentation policy please refer to link [Driver Presentation Policy](#)

7.11 PRIVATE BOOKINGS

Many drivers receive private bookings and the Fleet Support team in the Customer Service Centre provides a service to all drivers in that they will enter all necessary details into the Dispatch system.

A special direct telephone number has been set up for drivers to call in with the details of their Private Bookings (07 3860 1848). Please note that Maryborough & Toowoomba drivers can also use the query channel to have their booking details saved.

All private work must be entered into the Black & White dispatch system.

7.12 FARE EVASION

The act of fare evasion accounts for a significant financial loss within the taxi industry. It is important that every driver understands that although they have a right to be paid for the services they provide, their safety is paramount. In the past, drivers have been seriously assaulted and injured whilst pursuing customers who have attempted to evade fares. Drivers should be aware of the right to Fare Deposits (see Section 5.4). If an instance of fare evasion occurs, it is recommended that drivers:

- Notify the Query Operator by activating the M12 Alert. The M13 Alarm Switch should **not** be used for a fare evasion. By doing so the Customer Service Centre is then able to block usage to the phone number on the booking
- do not attempt to stop the customer from leaving the vehicle
- do not pursue the customer, as this is both dangerous and can potentially lead to criminal prosecution
- Make notes of the trip including the address of the pickup and drop-off location.

Drivers can report fare evasions in person at a police station or complete the report online at www.police.qld.gov.au/forms/fareEvasion.asp

Drivers must not enter into private arrangements to collect fares either as a result of a customer's inability to pay or fare evasion by a customer, such as taking phones or ID as collateral until the fare is paid. These arrangements are not

recognised by law or permitted under the policies and procedures of Black & White Cabs.

7.13 ACCIDENTS AND BREAKDOWNS

If an accident or breakdown occurs, a driver of a taxi must tell passengers in the vehicle –

- the reason for the disruption or prevention of the provision of the service; and
- the arrangements being made for the completion of the service.

When an accident occurs, there are important steps that must be taken in order to avoid further damage to property or person and to protect the driver against legal action.

If an accident takes place, drivers must:

- check on the wellbeing of any passengers and persons who may have been injured
- call emergency services to assist at the scene if required
- advise the Query Operator immediately. Driver will be contacted again afterwards so that Team Leader is able to complete an incident report.
- not make admissions of liability as this may affect insurance matters
- arrange for alternative transport of passengers if required
- if the vehicle cannot be driven or is dangerous to operate, arrange with the operator to have the vehicle towed. If the driver cannot get in contact with operator then the Customer Service Centre can organise a tow on the driver's behalf, however the driver may be liable for cost of tow.
- exchange details –
 - Driver licence details
 - Vehicle make and model
 - Registration number
 - Driver's name, address and phone number
 - Vehicle owner
 - Attending police officer's name and badge number (if applicable)

In the event of a breakdown, drivers are to follow the procedures given by the operator:

- if any customers are on board, drivers must ensure their safety is not threatened
- drivers should contact the Query Operator to request another taxi. The passengers are required to pay both the first and second cars.
- keep customers informed of any alternate arrangements that are being made

On-board Fire

A driver should always have an evacuation plan in place. If a driver ever discovers a fire in the taxi follow these steps:

Remain calm

- Assist all passengers to exit the vehicle calmly and quickly
- The driver must exit the vehicle
- Assemble with any passengers at a safe assembly point
- Alert the Fire Department by dialling 000
- Notify Black & White Cabs

7.14 INSURANCES

Insurance of your assets and liabilities as a Taxi Operator is critically important for your financial stability. There are a number of taxi insurance providers in the market today; as a Taxi Operator you should conduct due diligence on the

company you intend to place your business with.

Taxi Motor Vehicle Cover protects your vehicle in the event of an accident, damage or theft. This is a must have cover particularly when your taxi is your main source of income.

Comprehensive Cover will pay your loss if your taxi is:

- Involved in an accident with another vehicle or object;
- Stolen; or
- Damaged as a result of a fire or other cause (subject to policy conditions).

Cover will also pay for the damage to someone else's property and for injury to other persons resulting from an accident for which you are legally liable.

Third Party Property Damage (TPPD) Only Cover

TPPD will pay for damage to someone else's property or for injury to other persons resulting from an accident for which you as the insured are judged legally liable. **TPPD** will not cover damage to your own vehicle.

Personal Accident Insurance

Personal Accident Insurance covers your Drivers for any injury sustained during working hours as a result of an accident (including travel directly to and from place of work). Cover is placed on behalf of the taxi – all Drivers aged from 18 to 80 years are covered while they drive the insured taxi. In the event of a claim, benefits include lump sum compensation for permanent injuries and weekly benefits to cover lost wages in the event of being unable to work as a result of the injury.

In Queensland Taxi Drivers are not covered under Worker's Compensation whilst driving the taxi. It is a must that this cover is provided for all Taxi Drivers driving your taxi.

Public Liability Insurance

Public Liability Insurance is designed to protect you and your taxi / driver from legal and / or medical costs that arise from an incident connected to your activities; or in simple terms it protects your interests if you are sued in connection with operation of your taxi.

Public Liability Insurance is absolutely essential for every taxi operator.

For further details please go to the taxi industry owned TA(I)AB for all of your insurance needs -

www.tiaib.com.au

7.15 MANAGING DRIVERS

Drivers are the operator's main asset. Operators can be confident that drivers come from the Black & White Cabs training system:

- know and understand the basics of their responsibilities under the Transport Legislation (This Handbook provides a good introduction) and
- have undergone structured training to be a taxi driver as required by the Transport Legislation and Black & White Cabs

Operators must keep documentary evidence of their drivers' competencies. In addition, operators must ensure drivers

undergo any further training that may be required by Black & White Cabs or under the Transport Legislation from time to time.

As part of the company's commitment to safety, it is the responsibility of operators to take all reasonable steps to ensure that drivers operating taxi vehicles comply with their responsibilities on fatigue management under the Transport Legislation.

Operators must not make a taxi available for a driver unless that driver holds current affiliation with Black & White Cabs.

IMMIGRATION

Operators have an obligation to ensure that affiliated drivers working under a visa are working within their entitlements. Operators must check that their bailee drivers have the required permission to "work" and only bail or lease taxis in a manner consistent with the required permissions.

VEVO is a free online service that gives operators access to visa entitlements and status information 24 hours a day.

Operators who have not registered to use VEVO, can do so at any time by completing the online registration form. Once registered a VEVO account will never expire.

7.16 OPERATOR ACCOUNTS

All affiliated operators are required to hold an Operator Account. Statements are issued on the last day of every calendar month. As part of a smarter business plan, operators should work to the cut-off and payment dates for docket processing. Refer to website for latest cut-off dates. Dockets should be processed or cashed weekly to assist in quick and accurate processing.

7.17 REGISTERING A TAXI

Note: Before going to register a new vehicle as a taxi please ensure you have spoken to Taxi Services. Refer to who section

What to take to TMR – new vehicle

Registering a vehicle that has never been registered –

Relevant forms:

- Vehicle Registration Application (Form F3518)
- Taxi/Limousine Service Licence/Permit Amendment Application (Form F2976)
- Taxi/Limousine Service Licence Notification of Transfer/Lease and Management (Form 3134) if applicable

Additional information required:

- Vehicle to be presented to TMR so the VIN and engine numbers can be checked and recorded
- Proof of purchase (tax invoice or receipt) for the vehicle
- Gas certificate if the vehicle is fitted with LPG
- Modification Certificate if the vehicle has been modified e.g. Prius V and Maxi Cabs
- **Notify Black & White Cabs of any changes**

Ensure you have sufficient funds to cover the expenses for compulsory third party insurance (CTP), stamp duty and registration.

Note: New vehicles are exempt from inspection for 12 months from date of registration

What to take to TMR - upgrading from private registration to taxi registration

Registering a vehicle that is currently registered as a private vehicle –

Relevant forms:

- Taxi/Limousine Service Licence/Permit Amendment Application (Form F2976)
- Attach/Remove/Replace Taxi Limousine Plate Application (F4621)

Additional information required:

- Gas certificate if the vehicle is fitted with LPG
- Current Certificate of Inspection (COI) or Extension of Time*
- Modification Certificate if the vehicle has been modified e.g. Prius V and Maxi Cabs
- Current registration plates to be surrendered
- Copy of receipt for upgraded CTP from Class 1 (private vehicle) to Class 3 (taxi vehicle).
- **Notify Black & White Cabs of any changes**

** If it is not possible to obtain a booking time for an inspection before the expected date of registration, it is possible to arrange an extension of time to register and operate the vehicle.*

Ensure you have sufficient funds to cover the expenses for compulsory third party insurance (CTP), stamp duty and registration.

After the vehicle is registered

- Contact the preferred insurance company and notify them of the new registration number
- Take the vehicle to the taxi installer to enable programming of the security camera serial numbers
- Ensure all stickers and decals are on the vehicle
- Present the vehicle to Black & White Cabs, Dryandra Road Brisbane Airport for inspection (MTI system will be enabled also)

All necessary forms are available on the TMR website.

Replacement of vehicles

Operators must inform Black & White Cabs when a vehicle has been replaced. Black & White Cabs encourages operators to replace taxis with new vehicles when due. Before making a decision on a vehicle type, contact the Taxi Services department on 3860 1800 to discuss the various options and restrictions. Not all vehicles are acceptable to the Black & White Cabs fleet. We can assist in obtaining the best deal on a new or used vehicle with national fleet discounts available on most brands of vehicle.

For all relevant forms please visit TMR website - <https://www.tmr.qld.gov.au/Find-a-form>

7.18 OPERATORS GROUP

The Black & White Cabs Operator Group and Committee acts as conduit between Black & White Cabs and the fleet. Membership is open to all license holders and operators who pay service fees to Black & White Cabs.

Group meetings are held up to three times a year and the agenda includes operational and dispatch issues and a report on sales and marketing. From time to time a guest speaker may also be invited. In the past these have included politicians and Compliance Officers from the Department of Transport and Main Roads.

The Committee normally meets 6 times a year in between Group Meetings. The Committee consists of eight members of which one is a representative of the Major Fleet Operators. The other seven are elected for two year terms with elections

held for half the Committee each year.

The Committee administers the Advertising Levy of \$11.92 which is paid monthly by all operators. The Committee has a total budget of upwards of two hundred thousand dollars per annum. Major expenditures in the budget includes rank supervision, advertising and sponsorships.

The Committee also has a major role in helping to determine Operational and MTData dispatch issues.

7.19 DRIVER DISTRACTIONS

Navigation

Distracted driving is characterised as the act of driving while engaging in other activities that divert the driver's attention away from the road. Distractions are shown to compromise the safety of the driver, passengers, pedestrians, and people in other vehicles. It is the driver's responsibility to stay focused on the road whilst driving.

Mobile Phones

A driver of a vehicle can only touch a mobile phone to receive and terminate a phone call if the phone is secured in a mounting affixed to the vehicle. If the phone is not secured in a mounting, it can only be used to receive or terminate a phone call without touching it (e.g., using voice activation, a Bluetooth hands-free car kit, earpiece or headset).

It is illegal for the driver of a vehicle to create, send or look at a text message, video message, email or similar communication, even when the phone is secured in a mounting or can be operated without touching it.

Unrestrained Objects

Never store objects in the drivers footwell, under heavy braking or cornering these items can move and reduce your ability to use the pedals. Loose objects on the dashboard or centre console such as CD cases, loose change and mobile phones can be distracting as they slide around while cornering.

These items belong in the numerous storage compartments provided.

Use the drink holders so you do not need to nurse a drink between your legs while driving.

Be aware of what lurks under the driver seat. An empty bottle, tennis ball, maps, or other objects can also move from under the seat to under your feet. The Street Directory belongs in the map pocket.

Never leave large objects unrestrained on the backseat. Often at the drive-thru bottle shop the attendant will place a carton of beer on your backseats. In a small crash this heavy mass could kill front seat occupants.

7.20 FLOODED ROADS

Never drive through flood waters even if the car in front made it through or there is not a flooded road warning sign. This is extremely dangerous to the point of being life-threatening.

<https://www.tmr.qld.gov.au/travel-and-transport/road-and-traffic-info/guide-to-flooding-and-roads>

8.0 AFFILIATED VEHICLES

8.1 VEHICLE STANDARDS

NOTE: Black & White Cabs must approve all vehicle types and it is important that a vehicle is not purchased to be used as a taxi prior to approval of vehicle type. For all vehicle type approvals please ensure you have spoken to our Taxi Services team.

Fleet Inspections

Our customers expect clean and well maintained vehicles. To ensure the standard of the Black & White Fleet all vehicles are required to be inspected by Black & White Cabs in line with our vehicle inspections policy. To view the policy please click the following link:

Link to [Fleet Inspections Policy](#)

Vehicle Age

Vehicle age is another important factor to vehicle standards and therefore the following age and refurbishment policies exist.

For the Sedan & People Mover Fleet, Black & White Cabs preferred position is that all Sedan, Wagon and People Mover Fleet Taxis should be replaced on or before the vehicle reaches 8 years from manufacture date. However operators who have vehicles that are in sound mechanical condition may request permission to extend the vehicle life by undergoing refurbishment. Please click the following link for the full Sedan & People movement Refurbish Policy.

Link to [Sedan & People mover Refurbish Policy](#)

For the Maxi Fleet, Black & White Cabs preferred position is that all Wheelchair Accessible Maxi Taxis should be replaced on or before the vehicle reaches 10 years since constructed. Operators who have vehicles that are in sound mechanical condition may request permission to extend the vehicle life by undergoing a refurbishment.

Link to [Maxi Fleet Refurbish Policy](#)

For the BC Fleet, Black & White Cabs requires the vehicle to be replaced on or before the vehicle reaches 6 years from manufacture date. There is no option to refurbish the BC Fleet.

8.2 MAXI CABS FLEET

Black & White Cabs has a registered trademark “Maxi Cabs”. All vehicles in the Maxi Cabs Fleet are wheelchair accessible taxis.

What is a wheelchair accessible taxi?

A wheelchair accessible taxi (WAT) is an approved vehicle which has been specifically designed to carry customers who are living with a disability which confines them to a wheelchair.

Most WATs in Queensland are licensed to carry two wheelchairs, although some may only carry a single wheelchair.

Mobility scooters may also be transported in WATs if they are capable of being safely restrained in the vehicle. Dual WATs can carry one wheelchair and up to nine able bodied passengers or two wheelchairs and three able bodied passengers. It may not be possible, due to space constraints, to take two large scooters within a dual WAT.

A vehicle can only be used as a WAT for a period of 10 years from its date of compliance as shown on the compliance plate.

All taxis must meet the minimum standard for wheelchair and occupant restraint assemblies under the requirements of Australian Standard AS2942-1994. This standard requires that a four point restraint system be used to safely secure the mobility aid while in transit. All WATs are required to be equipped with an appropriate fire extinguisher. The extinguisher must adhere to all requirements of TMR and the Australian Standards.

All equipment in a WAT must be kept in good condition.

Who can drive a WAT?

Drivers of WAT vehicles must have completed WAT training including instruction on the safe loading and unloading of customers. Any driver who has not completed the relevant training will be unable to logon to a vehicle in the Maxi Cabs Fleet.

Travelling in a scooter

TMR's policy on the carriage of scooters and mobility aids in WATs states that it is unsafe for a person to travel in a taxi while seated on a mobility scooter. This is because the scooter user, the driver and any other passengers in the taxi may be at risk should an accident occur. The policy states that a passenger must transfer from the scooter to a fixed seat in the vehicle.

If a mobility scooter has the appropriate anchorage points, is small enough to access the vehicle and is securely anchored while the taxi is moving, it is safe for the taxi to carry the scooter or mobility aid. The user, however, must transfer from the scooter to a vehicle seat.

Due to their design, wheelchairs are excluded from this policy as long as they can be appropriately secured and the passenger restrained. Generally, the structural characteristics of wheelchairs are rigid, with the seat permanently fixed. Scooters often have removable, adjustable and/or swivelling seats.

It is Black & White Cabs policy that where only a single wheelchair is being transported it must be anchored in the forward position if the WAT is equipped to take two wheelchairs.

Size or weight requirements for mobility aids

The wheelchair or scooter must have a maximum width of 750mm, a maximum height of 300mm from the ground, be able to fit through a taxi door height of 1400mm and into an allocated space of 1300mm by 800mm. The combined weight of the mobility aid and operator can be no more than 300kg.

Is the passenger required to wear a seat belt?

TMR's WAT policy states that at a minimum, a lap-sash belt must be fitted for each seating position. Wheelchairs and their occupants must be secured facing forwards. Provision must be made for the rapid release of both the wheelchair and occupant restraint in the case of an accident or emergency. Under the Australian road rules, if a passenger (over 16 years of age) occupies a seating position fitted with a seatbelt, the passenger must wear the seatbelt properly adjusted and fastened, unless the passenger is exempt from wearing a seatbelt. An exempt person must carry a medical certificate stating that the person is not required to wear a seatbelt and is complying with the conditions of the certificate.

Job dispatch

WATs must be available to customers with a disability at all times. Drivers of a WAT may accept other fares only if there are no WAT bookings holding.

The terms and conditions of a WAT TSL require operators and drivers to give priority to all wheelchair bookings. To match that requirement, Black & White Cabs has a zero recall policy for WAT bookings. Drivers who recall WAT bookings will be asked for an explanation and will be called in to Black & White Cabs headquarters for further counselling.

For more information on WAT's please refer to section 9.4 Driver Training manuals.

8.3 BUSINESS CLASS FLEET

Black & White Cabs offers a fleet of premium taxi service in its Business Class Fleet for when something special is required. Business Class offers a fleet of late model luxury taxis, ideal for:

- corporate travel
- airport transfers
- organised tours
- formal occasions or a special night out

An additional charge of \$12.00 may be applied to a Business Class hiring where:

- An approved luxury vehicle is used
- The customer specifically requests the vehicle at the time of booking
- The customer is notified of and accepts the additional fare at the time of booking.

The premium taxi surcharge must not be applied off taxi ranks, even where a customer walks past another vehicle to hire the luxury vehicle. For a quote or booking, telephone our Business Class Call Centre on 3860 9999. Business Class vehicle and driver standards exceed the 'minimum' level.

There are additional requirements from Black & White Cabs before becoming part of the Business Class fleet. Upon expiration of the vehicle in the Business Class fleet, the vehicle may transfer to the standard fleet if so desired by the operator.

To be part of the Business Class fleet means a commitment to quality service delivery in every aspect of the customer's experience. If an operator is contemplating operating a vehicle in the Business Class fleet, contact Black & White Cabs for approval **before** purchasing the vehicle.

8.4 PEOPLE MOVER FLEET

People Movers are Multi Passenger Vehicles (MPV) with a capacity of 5 to 8 passengers. People Movers operate on a TSL with specific MPV conditions.

These vehicles are available for normal taxi hire. A \$12.00 surcharge applies if the vehicle is specifically requested.

For a quote or booking, telephone our Call Centre on 3860 1840

8.5 SUBSTITUTE TAXIS

The Transport Legislation provides for the use of a substitute taxi (ST) if a licensed taxi cannot be used because of:

- major mechanical failure
- major accident

- another circumstance such as when a taxi security camera system is not fully operational

An ST cannot be used when the primary vehicle is unavailable due to:

- routine vehicle inspections or maintenance
- as a changeover when the primary vehicle is due for replacement

TMR considers applications from Black & White Cabs for the granting of the ST authority. The conditions attaching to any grant are onerous including strict record keeping.

In circumstances where the ST authority is subcontracted to a multi-fleet operator (MFO), then the MFO is required to enter into a sub- contract arrangement with Black & White Cabs to ensure the conditions attaching to the ST authority are complied with. There is a cost in using these vehicles and we advise you to check the current cost.

All vehicles authorised to be used as a ST are to be approved by TMR and must:

- adhere to the terms and conditions of any licence under which it is operated
- if the primary vehicle is operated on a wheelchair accessible licence then the ST must also be a wheelchair accessible vehicle
- have the letters ST displayed prominently on the rear and side panels

9.0 Black & White Cabs - Rules of Operation

9.1 Introduction

Black & White Cabs has established expertise in administering taxi services throughout Queensland.

Black & White Cabs has certain obligations under current Legislation including the requirements to:

- have a continuously operating electronic booking service
- ensure only drivers of affiliated vehicles are able to access the taxi booking system provided by Black & White Cabs
- meet or exceed certain minimum service levels
- establish criteria specifying circumstances which constitute a refusal or failure by an affiliated person to accept a booking offered by the taxi booking system
- ensure appropriate driver instruction and training for affiliated drivers
- comply with conditions for granting affiliation to accredited operators and authorised drivers
- maintain a record of driver authorisation of all affiliated persons
- maintain a record of all affiliated vehicles
- maintain a management information system
- have procedures to ensure affiliated vehicles comply with the standards in the Transport Legislation
- cooperate with TMR to ensure sufficient affiliated vehicles are wheelchair accessible to meet the needs of the community
- arrange the use of substitute vehicles within the Fleet
- implement a system to enable members of the public to make inquiries or complaints
- implement procedures for the management of lost property
- implement procedures that aim to ensure that affiliated persons do not overcharge for taxi fares
- comply with the Transport Legislation in relation to incident management plans and incident reports
- comply with the requirements of the privacy scheme introduced in the Queensland public sector to give effect to the principles contained in Commonwealth legislation
- develop a peak demand management plan; and
- comply with the requirements of the taxi subsidy scheme as determined by TMR.

In order to comply with the Transport Legislation and to provide a variety of services to affiliated persons with efficiency and consistency, Black & White Cabs has developed detailed operating policies and procedures which are issued by Black & White Cabs under clause 3 of these Rules.

In developing the operating policies and procedures Black & White Cabs attempts as far as possible to balance the interests of all affiliated persons. Black & White Cabs also consults widely with and encourages participation by affiliated persons in determining its operating policies and procedures. However, the Board of Directors is responsible for the final determination on matters affecting Black & White Cabs.

9.2 Aim

The aim of these Rules is to set out the responsibilities of affiliated persons. The success of these Rules in achieving that aim depends upon the reasonable and fair enforcement by Black & White Cabs and the thoughtful acceptance and adherence by all affiliated persons.

9.3 Policies and Procedures

Black & White Cabs will issue various policies and procedures under this clause, collectively named **Black & White Cabs - Policies and Procedures (Affiliated Persons)**, which must be observed and complied with by affiliated persons. Policies and Procedures - (Affiliated Persons) are to be enforced as set out in clause 6 of these Rules.

The Policies and Procedures (Affiliated Persons) may (without limitation) concern the following:

- instruction and direction to affiliated persons to promote the safe and proper delivery of taxi services;
- customer service, including codes of customer service, codes of conduct, competency in providing customer service, driver dress standards, fares and charges, lost property and customer complaints
- instruction and direction to affiliated drivers concerning health and safety of drivers including measures taken to manage the fatigue of affiliated drivers with the aim of ensuring they are in a fit state of health and well being to drive the affiliated vehicle ("fatigue management")
- instruction and direction to affiliated persons on the operation and use of the MTI System
- reasonable directions to affiliated persons so as to enable Black & White Cabs to comply with its obligations under the Legislation
- performance contracts required to be entered into by affiliated persons
- affiliated vehicles including vehicle type, presentation, livery, equipment, safety, maintenance, inspections and advertising
- affiliated vehicles in the Fleet that are wheelchair accessible
- affiliated vehicles in the Fleet that are luxury and premium vehicles
- arrangements for the use of substitute taxis in the Fleet
- instruction and direction to affiliated persons on training and continuing education requirements;
- administrative and accounting matters including accounting procedures, credit card and docket processing procedures, third party insurances and other administrative services;
- enforcement and disciplinary procedures affecting affiliated persons; and
- any other matter relating to the provision of taxi services.

9.4 Affiliated Operators

An affiliated operator must:

- comply with the Transport Legislation
- comply with the reasonable requests and directions of Black & White Cabs
- comply with the Rules and the Policies and Procedures
- comply with the terms and conditions of the usual form of performance contract between Black & White Cabs and affiliated operators
- use affiliated drivers in the provision of the taxi service

- use affiliated vehicles in the provision of the taxi service; and
- present affiliated vehicles for inspection as directed by Black & White Cabs.

9.5 Affiliated Drivers

An affiliated driver must:

- comply with the Transport Legislation
- comply with the reasonable requests and directions of Black & White Cabs
- comply with the Rules and the Policies and Procedures
- comply with the terms and conditions of the usual form performance contract between Black & White Cabs and affiliated drivers; and
- apply for periodic renewal of affiliation with Black & White Cabs as reasonably requested.

9.6 Decision-making Process Affecting Affiliated Persons

Black & White Cabs is required to provide a formal, transparent and non-discriminatory decision-making process for matters affecting affiliated persons.

If the Managing Director is of the opinion that a person (who may be an employee of Black & White Cabs) has the necessary expertise or experience to be involved in the decision-making process for matters affecting affiliated persons, then the Managing Director may delegate authority to such person to perform any function under this clause. Any reference to “Managing Director” in this clause includes a reference to such delegated person.

The Managing Director may make enquiries to help in deciding whether:

- an affiliated person has complied with the Rules and the Policies and Procedures ; or
- an affiliated person or an applicant for affiliation is suitable to hold, or continue to hold affiliation.

When a decision is made under the decision-making process, Black & White Cabs will notify the affected affiliated person of the following:

- the person who made the decision;
- the information and other factors considered in making the decision; and
- the manner the decision was arrived at.

If the Managing Director is of the opinion that an affiliated person is not a suitable person to hold affiliation with Black & White Cabs, then the Managing Director may cancel, suspend or decline affiliation with Black & White Cabs.

If an affiliated person breaches the Rules or Policies and Procedures, then the Managing Director may:

- give the affiliated person a direction to remedy the breach
- give the affiliated person a direction to undergo structured training courses
- suspend or cancel the affiliated person’s access to the Communications System
- suspend or cancel the person’s affiliation with Black & White Cabs; or
- impose any other penalty as the Managing Director thinks fit including a monetary penalty.

Review and Appeal Process

Black & White Cabs is required to provide a formal, transparent and non-discriminatory decision-making review and appeal process is in place for affiliated persons of any decision rendered by Black & White Cabs.

In the event an affiliated person seeks a review or appeal of a decision rendered by Black & White Cabs, then Black & White Cabs may apply a reasonable fee to the applicant.

The review panel must ensure that the original decision was fairly made and was consistent with the Rules and the Policies and Procedures.

The review panel must include at least one independent member with appropriate experience.

9.7 Amendment of Rules

The Board may amend, add to or repeal the Rules and the Policies and Procedures as, in its sole discretion, it sees fit.

9.8 Definitions

Unless the context otherwise requires, the following definitions apply in these Rules and the Policies and Procedures:

- “ Rules” or “Rules of Operation” means the Black & White Cabs - Rules of Operation (Affiliated Persons)
- “ Policies and Procedures” means the Black & White Cabs – Policies and Procedures (Affiliated Persons) issued under clause 3 of these Rules
- “ Transport Legislation” means the Transport Operations (Passenger Transport) Act 1994, and the subordinate legislation, the Transport Operations (Passenger Transport) Regulation 2005 and the Transport Operations (Passenger Transport) Standard 2010, and any other applicable legislative enactment or subordinate legislation concerned with public passenger transport and the provision
- “ TMR”, formerly described as Queensland Transport (QT), means the Department of Transport and Main Roads and its successors, and any of its divisions and its chief executive
- “ Black & White Cabs” means Black & White Cabs Pty Ltd ACN 054 497 353
- “ Board ” means the board of directors of Black & White Cabs
- “ Managing Director” means the managing director of Black & White Cabs appointed by the Board
- “ affiliated person” means an affiliated operator or an affiliated driver and is a person who (a) is permitted by Black & White Cabs to provide a taxi service in response to bookings made with Black & White Cabs, (b) drives an affiliated vehicle, or (c) is permitted to use a logo, trademark or other intellectual property right of Black & White Cabs
- “ affiliated driver” means a person who holds driver authorisation under the Transport Legislation and holds affiliation with Black & White Cabs
- “ affiliated operator” means a person who holds operator accreditation under the Transport Legislation and holds affiliation with Black & white Cabs
- “ affiliated vehicle” means a vehicle used to deliver the taxi service with the consent of Black & White Cabs and collectively are named “the Fleet”
- “multi-fleet operator” (MFO) means an affiliated operator who operates a fleet of 10 or more affiliated vehicles
- “Communications System” means the continuously operating electronic booking system which provides a communication service to affiliated vehicles and includes the MTI System; and
- the terms “taxi service”, “taxi service area”, “taxi service licence” (TSL), “operator accreditation”, “accredited operator”, “authorised driver”, “driver authorisation”, “incident”, “incident management plan”, “incident report”, “peak demand management plan”, “taxi subsidy scheme”, and “substitute taxi” shall have the same definition as in the Transport Legislation.

10.0 General

10.1 24 HOUR POLICE STATIONS

For the nearest police station to you, enter the address or suburb of your current location. A list of police stations near your location will show with the address of the station, hours of operation and phone number.

<https://www.police.qld.gov.au/stations>

10.2 SERVICE AREA MAPS

Please visit the below link to view a description of the relevant service area or download the service area map

<https://www.tmr.qld.gov.au/business-industry/Taxi-and-limousine/Industry-information/Taxi/Taxi-fares-service-areas-and-maps/South-east-Queensland#brisbane>

10.3 DRIVER TRAINING MANUALS

[Wheelchair Accessible](#)

[Driver Knowledge](#)

10.4 MAPS

HOSPITALS

Royal Brisbane & Women's Hospital (RBWH)

<https://metronorth.health.qld.gov.au/rbwh/maps-and-directions>

Mater Hospital

<http://www.mater.org.au/files/group/maps/campusmap-brisbane.pdf>

The Prince Charles Hospital (TPCH)

<https://metronorth.health.qld.gov.au/tpch/maps-and-directions>

Brisbane Private Hospital (BPH)

http://www.brisbaneprivatehospital.com.au/download_file/view_inline/257

Greenslopes Private Hospital (GPH)

<https://www.ivfmed.com.au/documents/GPH-Visitors-Public-Map.pdf>

Logan Hospital

<https://metrosouth.health.qld.gov.au/sites/default/files/content/logan-hospital-campus-map.pdf>

Redcliffe Hospital

<https://metronorth.health.qld.gov.au/redcliffe/maps-and-directions>

Princess Alexandra Hospital (PAH)

<https://campuses.uq.edu.au/files/11202/76-pa-hospital-map.pdf>

Queen Elizabeth II Jubilee Hospital

<https://metrosouth.health.qld.gov.au/sites/default/files/content/qeii-campus-map.pdf>

Qld Children's Hospital

<https://www.childrens.health.qld.gov.au/wp-content/uploads/PDF/lcch/lady-cilento-hospital-map1.pdf>

St Andrews War Memorial Hospital

<http://standreshospital.com.au/docs/librariesprovider5/default-document-library/site-information-map.pdf?sfvrsn=2>

The Wesley Hospital

<http://wesley.com.au/patients-and-visitors/visit-the-hospital>

Bailey Henderson Hospital - Toowoomba

https://www.health.qld.gov.au/_data/assets/pdf_file/0019/141751/map-bhh.pdf

St Andrews Hospital - Toowoomba

https://www.health.qld.gov.au/_data/assets/pdf_file/0019/141751/map-bhh.pdf

St Vincent's Hospital - Toowoomba

<https://www.svpht.org.au/site-map>

Toowoomba General Hospital - Toowoomba

https://www.health.qld.gov.au/_data/assets/pdf_file/0020/147233/ths-campus-map.pdf

Maryborough Hospital

https://www.health.qld.gov.au/_data/assets/pdf_file/0023/152618/map-maryborough.pdf

Rockhampton Hospital

https://www.cq.health.qld.gov.au/_data/assets/pdf_file/0024/156291/rh-car-parking-map.pdf

Mater Hospital – Rockhampton

<https://www.mater.org.au/getattachment/0abaa8d8-3dba-4c69-9c6f-c814613bc665/Mater-Private-Hospital-Rockhampton>

Townsville University Hospital

<https://www.townsville.health.qld.gov.au/accessibility/site-map/>

Gold Coast University Hospital

<https://www.goldcoast.health.qld.gov.au/publications/gold-coast-university-hospital-map>

ENTERTAINMENT

Suncorp Stadium

<https://suncorpstadium.com.au/the-venue/overview-map.aspx>

The Gabba

<https://thegabba.com.au/the-venue/stadium-map.aspx>

Boondall Entertainment Centre

https://www.austadiums.com/stadiums/stadiums_maps.php?id=19

AIRPORTS

Brisbane Domestic Airport

https://www.bne.com.au/sites/default/files/docs/Brisbane-Airport-Domestic-Terminal-Level-1-Map_v2.pdf

Brisbane International Airport

https://www.bne.com.au/sites/default/files/docs/Brisbane-Airport-International-Terminal-Map-Level-2_v3.0.pdf

https://www.bne.com.au/sites/default/files/docs/Brisbane-Airport-International-Terminal-Map-Level-3_v2.0.pdf

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<https://www.wellcamp.com.au/media/1230/wellcamp-airport-wtb-terminal-map-april-2018.pdf>

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Rockhampton Airport

<https://blackandwhitecabs.com.au/Rockhampton-Car-Park-and-Terminal-Map.pdf>

University

QUT Gardens Point

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QUT Kelvin Grove

https://cms.qut.edu.au/_data/assets/pdf_file/0013/33304/kelvin-grove-accessibility-map.pdf

UQ St Lucia

<https://campuses.uq.edu.au/files/2777/01-st-lucia-campus-map-brochure.pdf>

Griffith Nathan

<https://www162.griffith.edu.au/public/campus-maps/building-locations-map-nat.pdf>

Griffith Mt Gravatt

<https://www162.griffith.edu.au/public/campus-maps/building-locations-map-mtg.pdf>