



Safety Management System

Version 1.0

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Overview

This document has been developed to outline our approach to managing work related health & safety risks that may occur while driving a taxi. National laws impose safety duty obligations on Drivers, Vehicle Owners, Booking Service Providers and Taxi Service Providers to ensure the safe operation of taxis.

Roles and Responsibilities

BSP's and TSP's have a responsibility for:

- Preparing, updating and implementing the Safety Management System, including associated procedures.
- Ensuring that all work is conducted in a manner without risk to associated drivers and Black & White Cabs staff members.
- Identifying risks that may occur while
- Investigation of hazard reports and ensuring that corrective actions are undertaken

Associated Service Providers:

- Comply with Black & White Cabs Safety Management System.
- Complete the vehicle check list prior to commencement of shift.
- Ensure all work conducted is in a manner without risk to yourself or passengers.

Black & White Cabs Risk Register

- This Risk Register is to be used to record all hazards or safety issues identified by staff and management.
- The Risk Rating is to be determined by using the Risk Matrix

Hazard	Likelihood	Severity	Risk rating	Recommended controls	Responsible officer
Drug and Alcohol Consumption	Likely	Death or permanent disability	1	Administrative Implementation of Drug and Alcohol Program including information and Training	Driver Owner of the vehicle Training administrator Responsible officer
Security Threats	Unlikely	Death or permanent disability	2	Administrative/Eliminate Liaison with Police and CSC. M13/duress alarm training and monitoring.	Responsible Officer Driver
Animal strikes	Unlikely	Death or permanent disability	1	Administrative Drivers to reduce speed when driving in regional areas at early mornings, late afternoons and at night to avoid animal strikes.	Driver Training administrator Responsible officer
On-board Fire	Unlikely	Death or permanent disability	2	Administrative Training of staff (including fire extinguisher training). Evacuation Procedures. Incorporation of fire risk into pre-departure/end of shift inspections for drivers.	Driver Owner of the vehicle Training administrator Responsible officer
Faulty safety critical equipment	Unlikely	Death or permanent disability	2	Administrative Drivers undertake pre-departure checks to ensure the serviceability of vehicle lights, indicators, brakes, steering etc and report anomalies.	Driver Owner of the vehicle Training administrator Responsible officer

Driver Fatigue	Likely	Death or permanent disability	1	Administrative Please see Fatigue Management Policy	Responsible Officer Driver Trainer Base Manager Driver
Driver Behaviour	Likely	Medical attention and several days off work	4	Administrative Drivers to act courteously towards passengers and public at all times. They will not use abusive or offensive language or harass or threaten passengers.	Driver Training administrator Responsible officer
Driving offences /dangerous driving	Likely	Death or permanent disability	1	Administrative Educate the driver on the consequences of dangerous driving.	Driver Training administrator Responsible officer
Driver Identification	Likely		4	Administrative Driver to carry evidence of their driver authorisation at all times whilst driving a Black & White Cab.	Driver Training administrator Responsible officer
Driver Fraud	Likely	Criminal offence	3	Administrative Ensure the amount on the meter is the same on the docket.	Driver Training administrator Responsible officer
Driver Seatbelt	Likely	Death or permanent disability	2	Administrative Educate the driver on the consequences of not wearing a seatbelt.	Driver Vehicle owner Fleet inspector Responsible Officer
Passenger Seatbelt	Likely	Death or permanent disability	1	Administrative Drivers must take all reasonable steps to inform passengers that they are required to wear a seatbelt while travelling in the Vehicle.	Driver Vehicle owner Fleet inspector Responsible Officer

Driver assault on passenger	Unlikely	Long term illness or serious injury	2	Administrative Driver is educated on appropriate behaviour with passengers,	Driver Training administrator Responsible officer
Assault on Driver	Unlikely	Death or permanent disability	1	Administrative Liaison with Police and CSC for resolutions. M13/duress alarm training and monitoring.	Driver Training administrator Responsible officer BSP
Unlicensed Driver	Unlikely	Criminal offence	1	Administrative Drivers licence check against DVD records. Driver unable to login to system. Driver has a responsibility to notify B&W if convicted of a disqualifying offence.	Driver Vehicle owner Training administrator Responsible officer
Vehicle Fault	Likely	Long term illness or serious injury	2	Administrative Ensure vehicle is well maintained. Do a pre shift check. Report faults	Driver Vehicle owner Fleet inspector Responsible Officer
Vehicle Accident	Likely	Death or permanent disability	2	Administrative Driver must establish the well-being of all occupants of the vehicle involved and contact emergency services in the event of any injuries being sustained.	Driver
Mechanical failure	Likely	Death or permanent disability	1	Administrative Driver is to ensure the vehicle is still within its service schedule and the vehicle passed its pre shift check.	Driver Vehicle owner Fleet inspector Responsible Officer

Robbery	Unlikely	Long term illness or serious injury	3	Administrative/Isolation Lock taxi when alone, never display money, minimise the amount of cash held and don't display expensive electronics/jewellery	Driver Training administrator
Transporting guide dogs and assistance animals	Unlikely	First Aid needed	4	Administrative Drivers will be trained to identify situations where customers may need assistance.	Driver Trainer Driver Responsible Officer
Vision impaired passenger	Likely	Medical attention and several days off work	4	Administrative Drivers will be trained to identify situations where customers may need assistance.	Driver Trainer Driver Responsible Officer
Elderly passenger	Likely	Medical attention and several days off work	2	Administrative Drivers will be trained to identify situations where customers may need assistance.	Driver Trainer Driver Responsible Officer
Soliciting and Touting	Likely	Criminal offence	3	Administrative Drivers caught touting are fined	Driver Trainer Driver Responsible Officer
Wet Weather	Likely	Death or permanent disability	3	Administrative Drive safely to the conditions of the environment.	Driver Trainer Driver Responsible Officer
Aggressive passengers	Likely	Long term illness or serious injury	2	Administrative/Isolation Remain calm, speak clearly and not in a threatening or aggressive way. Isolate yourself from the situation	Driver Trainer Driver Responsible Officer

Lifting	Likely	Long term illness or serious injury	4	Keep luggage close to your body when lifting. Always test the weight of the bag before lifting.	Driver Trainer Driver Responsible Officer
Driver Distraction (Mobile Phone)	Likely	Death or permanent disability	3	Administrative/Elimination/Substitution Drivers will minimise distractions while driving by refraining from having a private phone conversation while fare paying passengers are on board. While there are no passengers on board, drivers are to only use hand free while in control of the vehicle	Driver Trainer Driver Responsible Officer
Driver Distraction (Navigation)	Likely	Death or permanent disability	2	Administrative/Elimination/Substitution Driver will minimise distractions while driving by refraining from- Operating/programming a GPS system and/or dispatch equipment	Driver Trainer Driver Responsible Officer
Driver Distraction (unrestrained objects)	Likely	Death or permanent disability	2	Administrative/Elimination/Substitution Having loose objects on or under seats.	Driver Trainer Driver Responsible Officer
Reversing	Likely	Death or permanent disability	2	Administrative Before reversing a vehicle, the driver should walk around the vehicle checking for children, obstructions and that the reversing path is safe, before entering the vehicle. It takes only 6-8 seconds more to walk around the rear of a vehicle compared to entering the vehicle from the front.	Driver Trainer Driver Responsible Officer
Pickup Area	Likely	Long term illness or serious injury	2	Substitute/Eliminate Driver to assess the pickup area and select the safest loading area to reduce any potential hazard.	Driver Trainer Driver Responsible Officer

Combined weight of wheelchair & passenger	Unlikely	Death or permanent disability	1	Administrative Driver to be educated on the safe loading weight for wheelchair hoists	Driver Trainer Driver Responsible Officer
Height & width of wheelchair	Unlikely	Death or permanent disability	2	Driver to be educated on the maximum dimensions for safely loading a wheelchair.	Driver Trainer Driver Responsible Officer
Driver accessing Hoist	Likely	Medical attention and several days off work	3	Administrative Driver to be educated on the correct procedures for accessing the hoist.	Driver Trainer Driver Responsible Officer
No restraints	Unlikely	Death or permanent disability	1	Administrative/Eliminate Educate the driver on the correct restraining procedure for wheelchairs / scooters.	Driver Trainer Driver Responsible Officer
Not controlling the wheelchair	Unlikely	Long term illness or serious injury	2	Administrative Educate the driver on the correct loading & unloading procedures for wheelchairs.	Driver Trainer Driver Responsible Officer
Strapping Procedures not been followed	Likely	Death or permanent disability	1	Administrative Driver to follow the correct loading procedures as indicated in the MPT training course.	Driver Trainer Driver Responsible Officer
Worn straps/ Incomplete restraint kit	Unlikely	Death or permanent disability	1	Administrative Driver to inspect all wheelchair restraints and straps prior to the commencement of the shift.	Driver Trainer Driver Responsible Officer Fleet inspector

Unsecured objects moving during the trip.	Likely	Death or permanent disability	1	Isolate/Eliminate Drivers should be aware that loose luggage should not be carried in the taxi.	Driver Trainer Driver Responsible Officer
Clothing	Unlikely	Medical attention and several days off work	4	Isolate/Eliminate Driver should be aware of any loose clothing or jewellery that could become jammed in moving parts	Driver Trainer Driver Responsible Officer
Pedestrians	Likely	Death or permanent disability	2	Administrative Always maintaining a safe buffer zone between your taxi and the vehicle in front. Not only will this avoid rear-end crashes, it will also give you sufficient time to take any evasive action should a pedestrian suddenly cross into oncoming traffic. Approach pedestrian crossings with care, always expect that someone will cross them	Driver Trainer Driver Responsible Officer
Flooded Roads	Unlikely	Death or permanent disability	2	Administrative/Isolate Never drive through flood waters even if the car in front made it through or there is not a flooded road warning sign. • If a sign stipulates a road is closed, do not drive through.	Driver Trainer Driver Responsible Officer
Driver Health	Likely	Long term illness or serious injury	2	Administrative Driver to be educated on healthy lifestyle. Encouraged to get out of the car and walk around.	Driver Trainer Driver Responsible Officer
Psychological Injuries	Likely	Long Term Illness	2	Administrative Driver to be educated on policies that can help mitigate Psychological impacts	Driver Trainer Driver Responsible Officer

Customer entering vehicle	Likely	Long term illness or serious injury	2	Administrative/Isolate Driver to ensure all doors are closed before vehicle is put into drive.	Driver Trainer Driver Responsible Officer
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Managing Risk

Drug and 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.

Security Threats

As a driver it’s important to ensure your safety. If you are in any danger including from a passenger activate your M13 straight away to make emergency contact with Black & White Cabs base room. You can also liaise with Police and any other emergency services.

Animal Strikes

Driving on regional roads is not the same as city driving. Driving safely in regional area’s is important. Wildlife and stray stock can move fast and be extremely unpredictable. When animals stray onto the road it’s hard to know what they’ll do next. Slowing down and being prepared, especially near sunrise and sunset, can save a collision or even save your life.

Safe driving tips:

- Be aware – animals are more active near waterholes and creeks, and harder to see at sunrise, sunset and at night.
- Reduce your speed – slow down when you see animal warning signs

- Stay alert – animals are unpredictable, so expect the unexpected
- Brake safely – always apply your brakes in a controlled manner
- Never swerve – it is safer to hit an animal than swerve and lose control of your vehicle

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

Faulty Safety Critical Equipment

All drivers are required to complete the daily vehicle safety check sheet (Attachment 2) prior to the start of the shift. Should any of the checks fail inspection a note must be made on the sheet regarding the defect and contact made to Black & White Cabs immediately to report the defect. Your vehicle will be inhibited and the fault will need to be rectified prior to the shift commencing.

Driver Fatigue

Refer to Black & White Cabs Fatigue Management Policy.

Driving Offences

Staying safe on the road is important for all driver's and their passengers. It is the driver's responsibility to ensure their own health and safety and ensure that their own acts or omissions do not adversely affect the health and safety of other persons such as their customer. Besides obvious injury consequences, there can be substantial financial consequences as well as loss of licence impacting quality of life.

Driving offences include, but not limited to:

- Speeding
- Crossing continuous dividing lines, except when making a lawful turn
- Crossing the centre line of a road on a curve or crest when unable to see if the way is clear
- Disobeying a hand signal or direction of a Police Officer, a Fire-Fighter, an Ambulance Officer or other authorised person

- Driver not wearing a seatbelt (appropriately restrained passengers or no passengers)
- Driving contrary to directions on road traffic signs
- Driving through a red light
- Driving through a yellow light
- Failing to give way to a public bus with indicator sign
- Failure to give way at a give way sign
- Failure to give way at a pedestrian crossing
- Failure to give way to a pedestrian or oncoming vehicle when turning at an intersection; or to a pedestrian or other vehicle when making a U turn
- Failure to give way to a vehicle on the right at an intersection
- Failure to give way to an emergency vehicle
- Failure to give way to vehicles on a roundabout
- Failure to give way to vehicles when approaching from a terminating road (T junction)
- Failure to slow down and move over when passing incident response vehicles with flashing lights
- Failure to stop and give way at a stop sign
- Passenger not wearing a seat belt
- Passing a vehicle which is giving way at a pedestrian crossing
- Wilfully causing excessive noise, smoke (e.g: a 'burnout')

Dangerous Driving

Make sure you know the posted speed limit, take into account road and weather conditions, the speed of other cars on the road and the presence of cyclists or pedestrians on the road. There are a number of factors that necessitate a lower driving speed. You must not drive faster than the speed limit shown in the circle. In poor conditions, it is safer to drive slower than the speed limit.

Always use your signal before turning or changing lanes. If you plan on turning directly following an intersection, engage your signal while you are still in the intersection.

Drivers must travel at a safe distance behind the vehicle in front. If you tailgate you may not be able to safely stop in time to avoid a collision. Never drive while drowsy. If you begin to feel tired, pull the vehicle to the side of the road. Fatigue-related crashes are twice as likely to be fatal – drivers who are asleep can't brake. Being awake for about 17 hours has a similar effect on performance as a blood alcohol content (BAC) of 0.05

Driver and Vehicle Identification

All vehicles must be identified as being affiliated with Black & White Cabs and all drivers must have their Driver Authorisation identification card on display at all times while. Any passenger in your taxi has the right to request to see your driver identification. It must be in full view of each seating position in the vehicle.

Driver Fraud

All reports of fraud will be taken seriously, Black & White Cabs has a zero tolerance on fraud. Any allegations of fraud will be investigated and if deemed to be true the matter will be handed to the Police for further investigation.

All Cabcharge E-tickets should be processed at the end of the journey, you should never hold an E-ticket to be processed at a later date.

Extra cash out

Fraudulent use of any docket is a criminal offence. Any driver found using dockets fraudently will be prosecuted. Drivers can assist in the reduction of docket fraud by:

- Ensuring that the amount on the meter and the amount on the docket are the same;
- Be aware of counterfeit dockets. Legal Cabcharge dockets are printed on both sides and check for perforation on the left hand side;
- Ensure correct cahrging when subsidies are aploed (i.e. TTSS)

Black & White Cabs gift vouchers have the RED registration number on the bottom right hand corner of the vouchers

Driver Seatbelt

By law, all drivers must wear seatbelts if they are fitted in the vehicle. Seatbelts are designed to be used by only one person at a time. Doubling up, fastening a seatbelt around two people is both illegal an unsafe. Seatbelts must be worn on every trip, long or short.

Passenger Seatbelt

Children under the age of 12 months are not permitted to travel in a taxi unless they are secured in an approved child car seat, as follows:

- Children aged less than 6 months: approved rearward facing restraint
- Children aged 6 months to less than 12 months: approved rearward or forward facing restraint with an inbuilt harness

Children over the age of 12 months are permitted to wear a seatbelt while travelling in a taxi – but parents or taxi service providers may wish to provide and use a child car seat. All wheelchair accessible taxis are required to carry an approved child car seat.

Driver assault on passenger

A Driver must always behave in an appropriate manner with passengers. A Driver must at no times verbally or physically touch or assault a passenger. The consequences for an assault on a Passenger could see the driver disaffiliated from Black & White Cabs as well as criminal charges laid.

Unlicensed Driver

It is the driver's responsibility to notify Black & White Cabs immediately if convicted of a disqualifying offense.

Vehicle Fault

Before starting your shift you are required to complete the vehicle check list

Vehicle Accident

When involved in an accident -

- Drivers must establish the well-being of all occupants of the vehicles involved and contact emergency services in the event of any injuries being sustained;
- Obtain all details of other drivers involved including the name, address and driver licence number, the vehicle owner's details (if different to the driver) and registration number of the vehicles involved;
- The driver must not admit liability to any accident; and
- If possible, names and addresses of all passengers and/or witnesses should be obtained.

In the event of a road accident, one of the most important things to remember is to remain calm – do not panic. Someone's life could depend on it. The following procedures should be followed:

- Notify the Fleet Support Officer immediately via the dispatch system or mobile phone. The details will be recorded in the incident book;
- If injuries have occurred, ensure an ambulance is called immediately; and
- Render appropriate first aid only if you are qualified to do so.

It should be remembered that police must be called if anyone is killed or injured, there is damage to property other than the vehicles or damage to the combined vehicles exceeds \$2,000.00 and there is debate over who is at fault.

If police are not required at the scene, it may be reported later to a police station. There are details which will be required for any insurance claims such as:

- Names and addresses of any witnesses (including passengers you may have in the taxi);
- Registration numbers of any other vehicles involved, names and addresses of the drivers, and names and addresses of the registered owners of the vehicles;
- Details of insurers of other vehicles involved;
- Names or numbers of any police officers who are in attendance;
- Damage to vehicles;
- Any other relevant details relating to the accident.

You must stop after any accident and exchange these details with all other drivers involved.

You should not admit liability. Admitting liability may void your insurance.

Mechanical Failure

If your taxi has a mechanical failure while on shift try and follow the bellow mentioned steps

- Stop and park the vehicle in a safe place as far off the road as practical.
- Avoid stopping around blind corners, just over crests, on bridges or where roads are very narrow.
- Use hazard lights to warn other road users.
- In poor light, activate the parking lights.
- Report
- Do not attempt to repair the vehicle.
- If it is safe to do so, leave the vehicle and move behind a safety barrier if available. It is safer for the driver and passengers to keep away from the road and well clear of the vehicle, while waiting for help to arrive. If it is not safe to leave the vehicle stay in the vehicle and buckle up the seatbelt.
- Exit the vehicle on the passenger's side. It is safer for the driver and passengers to exit the vehicle via the passenger side.
- Close the vehicle's bonnet once help has been arranged. If other drivers see an open bonnet they may stop to render assistance which could further compromise everyone's safety

All taxis at some time, no matter how well maintained they are, can breakdown. Before calling for assistance

Check the following:

- Do you have fuel
- Do you have battery power (check battery terminals are clean)

- You are in the correct gear position to start the car Eg; park or neutral
- Check the gas converter is not frozen or very cold (should be hot if car is operating normally, if it is cold/frozen then the car may be low on water).
- Check the vehicle for overheating. If the vehicle has overheated do not drive it until the water has been refilled and you are sure that it is not leaking.
- If you have dual fuel, check that the fuel toggle switch (LPG/Petrol) is in the correct position.

If you cannot find the cause:

- Contact the Fleet Support Officer (via your radio) and request another taxi to take any passengers to their destination;
- The Fleet Support Officer will contact your operator or base if you request;

Stay with the vehicle until assistance arrives

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. 8 Work health and safety for taxi drivers and operators 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.

Transporting Guide Dogs

A Driver **must** take a person if accompanied by a Guide/Assistance animal.

These passengers are entitled to the same courtesy and respect accorded to any other customer.

The Legislation has been enacted which makes it an offence for a taxi driver to refuse service to a person who is accompanied by a Guide Dog/assistance animal that has been trained to give assistance to that person because of a disability.

REMEMBER: No driver can refuse a passenger because they have a Guide Dog.

Vision Impaired Passenger

If you suspect your passenger may need a hand, walk up, greet them and identify yourself. Ask them if they would like some assistance in accessing the vehicle. Listen to the reply and assist if required. Do not assume that the passenger is non-verbal or has low communication skills.

Elderly Passenger

Offer assistance if you believe it is required, don't be offended if your offer is declined. Be alert and sensitive to the environmental conditions that can affect the comfort of the passenger, this may include the temperature in the cabin, the volume of the radio and driving style.

Wet Weather

Below are tips to driving in wet weather,

- Drive slowly—to avoid aquaplaning and skidding
- Drive with your lights on low beam (it is easier to see with low beam in fog)
- Use your air conditioner or demister to keep your windscreen clear of condensation
- Double the distance between you and the car in front
- Avoid braking suddenly or accelerating or turning quickly—to reduce your chances of skidding
- Do not drive on unsealed roads
- Use road line markings to stay in the middle of your lane—in wet weather it is more important than ever to stay in the correct position on the road
- Do not drive on roads covered with water (even partially covered)
- Watch out for landslides—heavy rain can cause layers of rock and soil to move
- Stay away from stagnant water by the side of the road (it can be very bad for your health).

Lifting

The back is particularly vulnerable to manual handling injuries. Safety suggestions include controlling risk factors when loading luggage, in addition to personal controls. Lift and carry heavy loads correctly by keeping the load close to the body and lifting with the thigh muscles.

Never attempt to lift or carry loads if you think they are too heavy. When storing items in the boot, also give some consideration to how they are placed. Objects banging around are distracting and can damage the boot.

Driver Distraction (phone)

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, ear piece 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.

Driver Distraction (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.

Driver Distraction (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. In some cars the drink holders are even conveniently located in front of the air-conditioning controls to keep cold drinks cold and hot drinks hot.

Be aware of what lurks under the drivers seat. An empty bottle, tennis ball, referdex or other object can also moved 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.

Reversing

Before reversing a vehicle, the driver should walk around the vehicle checking for children, obstructions and that the reversing path is safe, before entering the vehicle. Once in the vehicle, always check your mirrors and over your shoulder before reversing. It's more difficult to control your vehicle when reversing than driving forwards, so you should never reverse for any more distance than is necessary.

Pickup Area

When arriving to pick up your passenger always assess the area, take 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 .

Combined Weight of Wheelchair & Passenger

Your Hoist has a maximum loading capacity of 300kg, this is the combined weight of the wheelchair and passenger.

Height and Width of Wheelchairs (For applicable Vehicles)

A WAT Vehicle must contain a space, for each of the number of wheelchairs proposed to be carried by the vehicle, that is not less than the size of a rectangular prism with:

- A length of 1,300 mm (parallel to the centre line of the vehicle);
- A width of 800 mm;
- A height of 1,500 mm and;
- Have no intrusions into that space, other than adjustable restraint devices

Driver Accessing Hoist

- Do not stand, or allow anyone else to stand in front of platform when lowering hoist
- Inspect hoist to ensure it is clean and free from defects
- Operator to stand on hoist lifting it to full level of vehicle, stepping towards back of wheelchair

No Restraints

All wheelchairs and passengers are required to be restrained for every journey. The guidelines for transporting a wheelchair and its occupant are as follows

Not Controlling The Wheelchair

It is best practice to make sure you have one hand on the wheelchair at all time when loading and unloading

Strapping Procedures Not Been Followed

1. Attach the front restraints:

- Line up and lock anchorage into floor tracking at the front of the wheelchair;
- Attach restraints to the main frame of the wheelchair, they should anchor just outside the width of the wheels;
- Strap angle should be 45 degrees (or as close as possible), to the floor;
- Buckle clip should face outwards for easy removal;
- Push or drive wheelchair backwards to take up the slack.

2. Attach the rear restraints:

- Attach restraints to the main frame of the wheelchair, they should be attached inside the line of the wheels;
- Do not cross restraints over;
- Tension the slack;
- Test for stability.

NOTE WELL – Always ensure the wheelchair brakes are applied

3. Use the correct restraint:

- Use an approved restraint which has a direct connection to the floor;
- Passengers own posture control belts are not sufficient unless they meet Australian Standards requirements.
- Attach the lap/sash or shoulder harness type seat restraint:
- Buckle the lap belt together;
- Pass the two ends down through the side panels of the wheelchair - not over armrests;
- Connect the ends of the lap belt to the floor anchorage;
- Adjust the lap belt firmly to fit – (check with passenger for correct seatbelt tension).
- Lap belt must go across pelvis not abdomen. (Fit shoulder belt if deemed necessary).
- **Even if a wheelchair has a seat belt incorporated this is purely to assist in posture. The seat belts are not crash-tested therefore all passengers must have an external seatbelt secured to either the floor or shoulder anchor points.**

Worn Straps/Incomplete restraint kit

The straps used to secure the wheelchair in the taxi are an integral part of the safety system. The straps are to well looked after, do not secure straps over sharp objects or leave straps in positions where they may get jammed between metal looking mechanisms. Once the straps start to show signs of fraying it is time for them to be replaced.

Unsecured Objects Moving During Trip

The driver must ensure that there are no loose objects on or under seats. The potential dangers of loose objects in vehicles is strong. All drivers are encouraged to consider work health and safety practices in their workplace (the vehicle).

You should always keep the inside of your car clean and organized. Being aware of everything under your seat can prevent a car accident caused by a loose object. Empty bottles and various other objects can move from under the seat and cause a pedal jam and lead to a car accident. Also, never leave large objects unrestrained on the backseat. Even in a small car accident, a light object could go flying through the air, striking and killing the occupants. Large items should be placed to make sure that the maximum amount of surface area makes contact with the backseats. Stowing luggage any other way causes heavy force in an automobile accident.

Even the floor mats if not properly designed can squash forwards as you get in the car, limiting or blocking your access to the pedals.

Clothing

Drivers should always be in uniform while on shift, this consists of black pants/shorts and either 1 white shirt or Black & White Cabs polo. Closed in shoes are also require, no sandals or thongs are permitted.

Pedestrians

As a driver, you will encounter pedestrians. Whilst driving it is important that you remain aware of your surroundings which includes pedestrians. As a driver, anticipate, plan ahead and approach all pedestrian crossings with care, always expect that someone will cross them.

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.

Driver Health

Working long hours and shift work means that extra planning is required to ensure you eat well and get enough exercise to maintain your health and wellbeing. Eat high fibre, slow release foods which give you energy and keep you feeling fuller for longer. Reduce your intake of fatty, salty and sugary foods. Drink plenty of water and limit caffeine intake as caffeine will only keep you awake for short periods of time, but not if you are lacking sleep. Use your break or any spare moments to get out of the taxi, stretch and move around. On days off and between shifts exercise to keep yourself fit, as driving a taxi can be relatively inactive work.

Psychological Injuries

Unfortunately, there are many factors that can take a psychological toll on a driver when operating a Commercial Passenger Vehicle. They can have negative impacts and injuries including - but not limited to:

- Depression
- Post-Traumatic Stress Disorder (PTSD)
- Anxiety
- Poor worker health, both physical and psychological
- Breakdown of individual and team relationships
- Poor morale and erosion of worker loyalty and commitment
- Reduced efficiency, productivity, and profitability
- Poor public image and reputation
- Increased costs associated with counselling, worker assistance and mediation
- Increased absenteeism and staff turnover

According to Safe Work Australia, there are several causes of such psychological injuries:

- Job Demand: High and Low – It is not uncommon to work long hours in the transport industry which would fall under a “High” job demand. The reverse is also true in the form “Low” job demand with the ever increasing competition and lack of work.
- Job Control: In the taxi and transport industry, it is near impossible to decide your client base. You never know who is going to be walking up to the vehicle. Also due to the ever changing legislation, vehicle operators and drivers constantly have to adapt the way they operate.
- Isolated and Remote Work: One unfortunate reality of operating a Commercial Passenger Vehicle is the lonesome work. Although you are transporting passengers all the time, you may not develop working relationships with most clients which can give the feeling of isolation.
- Violent or Traumatic Events: Both physical and psychological abuse can be inflicted from passengers. These include physical assault, fare evasion, theft, discrimination, hate speech, threats and many more.

- Recognition and Reward: When providing a service, you are constantly under the microscope of customers. In a world of “the customer is always right”, any actions you take and words you say are constantly being watched. It is important to maintain a professional demeanour and encourage a positive reaction from customers.

Black & White Cabs have several controls to help mitigate these risks. These include:

- Education on dealing with difficult customers
- Victims of Crime Policy: Follows a procedure to ensure that drivers involved in incidents, traumatic or otherwise, are monitored. From to lodgement of the incident right through to 2 weeks after the incident occurred including referrals to <https://www.victimsofcrime.vic.gov.au/> (policy available on request)
- M13 procedure: The ability to monitor and provide a layer of security to drivers and a form of prevention for customers
 - Duress Alarm
 - CCTV cameras
- Fatigue Management: To minimise any fatigue, workload and/or isolation related risks

More information can be viewed on the Safe Work Australia website: https://www.safeworkaustralia.gov.au/system/files/documents/1901/work-related_psychological_health_and_safety_guide.pdf

Customer Entering / Exiting Vehicle

The driver is responsible for ensuring the vehicle is safe for the passenger to enter and exit. The driver should assess the surroundings ensuring that the passenger can enter or exit the vehicle safely. The driver is to ensure all doors are closed before the vehicle is put into drive.



Vehicle mechanical failure – daily vehicle inspection checklists	Daily vehicle safety check sheet and driver's declaration											
Daily vehicle safety check cover sheet	Vehicle registration #: _____ Trip date: _____ Start KM: _____ End KM: _____											
	Driver's name: _____ Driver's Licence #: _____ Drivers ID #: _____											
Lighting	Tail, headlight, brake, indicator, hazard, reversing, instrument lighting, safety beacons (if fitted), taxi roof light (if fitted)	Have you ever driven this vehicle before? <input type="checkbox"/> <input type="checkbox"/>										
Vision	Condition of glass, wipers/washers, mirrors (internal & external)	If no, please familiarise yourself with the operator's manual and safety features of the vehicle.										
Horn	Horn and reversing alarms	Check details of each item listed opposite		<div style="display: flex; justify-content: space-around;"> ✓ Satisfactory ✗ Defect </div>							Initial if defected	Defect # if generated
Brakes	Service (foot) break and hand brake, brake pedal rubber fitted	Lighting	Mon	Tues	Wed	Thurs	Fri	Sat	Sun			
Wheel Assembly	Tyres and rims, inflation and condition, wheel nuts	Vision										
Fluid Levels	Engine oil, radiator coolant washer water	Horn										
Visible Leaks	Check under and the surrounds of the vehicle for leaks from engine, transmission, radiator, brakes/clutch fluid, battery and fuel	Brakes										
General Safety	Seat belts, seat adjustment, body damage, spare wheel & required tools	Wheel Assembly										
General Cleanliness	Reasonable cleanliness both internally and externally	Fluid Levels										
Operating Check	All controls and gauges are in good working order, check for any abnormal noises, check serviceability of wheelchair hoist (if fitted)	Visible Leaks										
Fire Equipment	Fire extinguisher is current (every 6 months) and stored correctly (if fitted)	General Safety										
Safety Equipment	All emergency exits operational, hoist and strapping belts (if required are in working order)	General Cleanliness										
Communications	Mobile phones, two-way radios, dispatch system, meter (if required are in working order)	Operating Check										
		Fire Equipment										
		Safety Equipment										
		Communications										
		Please provide information about the defect: _____										

		Driver's declaration: I have inspected the vehicle as required and to the best of my knowledge the vehicle is in a suitable equipped and safe condition. If I have noted a defect on this form I have made it known to BWC prior to the shift commencement and I am aware that the vehicle cannot be used to transport passengers until rectified.										
		I declare myself in a fit state to drive this vehicle.										
		Driver to acknowledge above statement by completing the below:										
		Drivers name:	_____									
		Drivers signature:	_____									
		Date:	_____									