



Taxi Industry Code of Conduct

Good customer service and passenger experience are an important part of ensuring taxis are the transport of choice and attract repeat and new business.

The Code of Conduct for the taxi industry outlines the expected behaviours, knowledge and responsibilities for taxi drivers before, during and at the end of the hire. It was developed after extensive research with similar international and national codes of conduct.

The Code of Conduct is available on the Department of State Growth's website at <https://www.transport.tas.gov.au/public-transport/industry-and-operator-information/taxi-hire-vehicles-and-ride-sourcing/taxi/Taxi-Code-of-Conduct>

State Growth recommends that you educate your drivers about the Code of Conduct, monitor drivers' compliance and take appropriate action if a driver breaches the Code of Conduct.

Driver behaviour

Recently, the Transport Commission has received reports about the behaviour of some taxi drivers including allegations of drivers engaging in

offensive or intimidating behaviour to other drivers. Concerningly, the Commission was informed of an instance of a driver being subjected to racial abuse by another taxi driver.

If you use a Booking Service Provider (BSP), drivers will be given specific training about the Code of Conduct by the BSP.

Racism and other harmful behaviours can cause both psychological and physical harm to the person or people it is directed at. It can also harm other people who witness or are exposed to it.

A person must not engage in behaviour that offends, humiliates, intimidates, or ridicules a person on the basis of their race. A person who is subject to racist behaviour may choose to lodge a complaint with the Anti-Discrimination Commissioner.

As an accredited taxi operator, you should reinforce the importance of respectful behaviour with your drivers and treat any complaints that you receive with the utmost importance.

Any complaints relating to a breach of driver duties under the *Passenger Transport Services Regulations 2023* should be referred to the Regulations Team at operator.accreditation@stategrowth.tas.gov.au

Interstate taxi subsidy vouchers

Visitors to Tasmania may be members of an interstate scheme equivalent to the Transport Access Scheme.

Tasmania has an agreement in place with all other States and Territories which enables members of an interstate scheme to use their vouchers for travel by taxi in Tasmania.

To uphold this agreement, interstate taxi vouchers issued in other States and Territories should be accepted by taxi drivers.

For information about lodging a claim for reimbursement of taxi fare subsidies for interstate vouchers visit the [transport website](#) for more information.

Wheelchair-accessible taxi operators

Since September 2023, all wheelchair-accessible taxi (WAT) licences now have a condition which requires that the WAT must undertake a minimum of 30 hirings that involve carrying a wheelchair passenger in each calendar month.

Wheelchair passengers are defined as members of the Taxi Subsidy Program who hold a WAT-endorsed smartcard, or wheelchair reliant members of an equivalent interstate taxi subsidy scheme when travelling in Tasmania.

Letters were sent to WAT operators on 13 January 2024 which showed the performance of their WAT(s) for each month from July to December 2023.

If you are a WAT operator and did not receive the letter or you have questions about the information in your letter, please email operator.accreditation@stategrowth.tas.gov.au

A letter will be sent to each WAT operator every month.

Remember:

- the trip subsidy must be split equally between the driver and operator,
- there is no maximum operating age for WATs, and
- there is no cost for a WAT licence.

If you are considering operating a WAT service, contact the Regulations Team for information.

Owner-operator taxi licences

The responsible operator of an owner-operator taxi licence (OOTL) is the holder of that licence. An OOTL cannot be leased to another person.

The *Taxi and Hire Vehicle Industries Act 2008* provides that if the Transport Commission is satisfied that the holder of an OOTL has entered into an agreement purporting to lease the licence to another person or purporting to permit another person to operate a taxi service under the authority of the licence, the Commission is to cancel the licence.

The only type of licence that can be leased is a perpetual taxi licence.

You can only lawfully operate a taxi service if you hold, own or lease a taxi licence.

Regulations Team

For further information on any of the topics in this newsletter, or any other information, contact us by email:

operator.accreditation@stategrowth.tas.gov.au