

S Y D C A B S

Safety Management System

Roles and Responsibilities · Risk Register · Managing Risk
Reporting a Hazard · Daily Vehicle Safety Check

AUTHORISED SERVICE PROVIDER

SYD CABS

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This Safety Management System forms part of the SYD CABS Driver Service Agreement and, under clause 3A, of the Operator Agreement. Every driver and every operator affiliated with SYD CABS must comply with it.

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01

Overview

This document sets out the SYD CABS approach to managing work-related health and safety risks that arise while driving a taxi. Australian law imposes safety duties on drivers, vehicle owners, booking service providers and taxi service providers to ensure the safe operation of taxis.

It applies to every driver and every operator affiliated with SYD CABS. Compliance with it is a term of both the Driver Service Agreement and the Operator Agreement.

How this document sits with the others

- The Driver Service Agreement carries the Driver Obligations, the Fatigue Management Policy, the Code of Conduct, the driver rules, TTSS and Cabcharge, and the duress alarm procedure. Section 1 of that Agreement makes this Safety Management System part of it.
- The Operator Rules of Operation set out what an operator must do before handing a taxi to a driver, and the scale applied where the Rules are not followed.
- The Complaint Handling Policy sets out how a complaint is investigated and the Complaint Scale applied where one is upheld.
- The Operator Agreement, at clause 3A, makes this document, the Rules of Operation and the Complaint Handling Policy part of the operator's contract.

Where this document and one of those disagrees, tell SYD CABS. They are meant to say the same thing, and a driver acting on the wrong one is the risk this section exists to prevent.

02

Roles and Responsibilities

Booking service providers and taxi service providers

- Preparing, updating and implementing the Safety Management System and its associated procedures.
- Ensuring that all work is conducted without risk to associated drivers and SYD CABS staff.
- Identifying risks that arise while driving and collecting passengers.
- Investigating hazard reports and ensuring corrective action is taken.

Associated service providers

- Comply with the SYD CABS Safety Management System.
- Complete the vehicle check list before the shift starts.
- Ensure all work is conducted without risk to yourself or your passengers.

Drivers

- Complete the daily vehicle safety check before every shift, and report any defect before driving.
- Follow the procedures in this document.
- Report hazards, incidents and notifiable occurrences to SYD CABS immediately.

03

How a Risk Is Rated

Every hazard in the register is rated from its likelihood and its severity, on the scale below. Rating 1 is the most serious.

Severity is ranked: death or permanent disability, then long term illness or serious injury, then medical attention and several days off work, then first aid needed.

- Likely, and death or permanent disability — rating 1
- Unlikely and death or permanent disability, or likely and long term illness or serious injury — rating 2
- Unlikely and long term illness or serious injury, or likely and medical attention — rating 3
- Unlikely and medical attention, or first aid needed — rating 4

Some hazards in the register record a legal consequence in the severity column rather than an injury — an offence, or a criminal offence. Those keep the rating they have always carried, because the scale above measures harm to a person and does not apply to them. Splitting legal consequence from injury severity is a change for the next review, not one made here.

This Risk Register records hazards and safety issues identified by staff and management. Anyone may raise one.

04

Risk Register

Ratings are worked out from likelihood and severity using the rule in section 03. Rating 1 is the most serious and is shown in red.

Hazard	Likelihood	Severity	Rating	Recommended controls	Responsible officer
Drug and alcohol consumption	Likely	Death or permanent disability	1	Administrative. Drug and Alcohol Program including information and training. Drivers must be under 0.02 BAC and have a zero drug reading, and should expect to be tested.	Driver; Vehicle owner; Training administrator; Responsible officer
Security threats	Unlikely	Death or permanent disability	2	Administrative / Eliminate. Duress alarm on the SmartMove tablet, with training and monitoring. Liaison with Police.	Responsible officer; Driver
Animal strikes	Unlikely	Death or permanent disability	2	Administrative. Drivers to reduce speed in regional areas at early morning, late afternoon and night.	Driver; Training administrator; Responsible officer
On-board fire	Unlikely	Death or permanent disability	2	Administrative. Fire extinguisher training. Evacuation procedures. Fire risk included in pre-departure and end of shift inspections.	Driver; Vehicle owner; Training administrator; Responsible officer
Faulty safety critical equipment	Unlikely	Death or permanent disability	2	Administrative. Drivers complete the daily vehicle safety check before shift, covering lights, indicators, brakes and steering, and report any defect.	Driver; Vehicle owner; Training administrator; Responsible officer
Driver fatigue	Likely	Death or permanent disability	1	Administrative. Fatigue Management Policy at section 3 of the Driver Service Agreement. Dispatch access capped at 14 hours in any 24-hour period.	Responsible officer; Driver trainer; Base manager; Driver
Driver behaviour	Likely	Medical attention and several days off work	3	Administrative. Drivers to act courteously towards passengers and the public at all times, and not use abusive or offensive language or harass or threaten passengers. Code of Conduct at section 4 of the Driver Service Agreement.	Driver; Training administrator; Responsible officer
Driving offences and dangerous driving	Likely	Death or permanent disability	1	Administrative. Driver educated on the consequences of dangerous driving.	Driver; Training administrator; Responsible officer
Driver identification	Likely	Offence	4	Administrative. Driver to carry and display evidence of their driver authorisation at all times. A driver ID can be verified with SYD CABS support on 0437 158 154.	Driver; Training administrator; Responsible officer
Driver fraud	Likely	Criminal offence	3	Administrative. Ensure the amount on the meter matches the amount on the docket, and that subsidies such as TTSS are charged correctly.	Driver; Training administrator; Responsible officer
Driver seatbelt	Likely	Death or permanent disability	1	Administrative. Driver educated on the consequences of not wearing a seatbelt.	Driver; Vehicle owner; Fleet inspector; Responsible officer

Hazard	Likelihood	Severity	Rating	Recommended controls	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.	Driver; Vehicle owner; Fleet inspector; Responsible officer
Driver assault on passenger	Unlikely	Long term illness or serious injury	3	Administrative. Driver educated on appropriate behaviour with passengers. Dealt with outside the Complaint Scale as serious criminal conduct.	Driver; Training administrator; Responsible officer
Assault on driver	Unlikely	Death or permanent disability	2	Administrative. Duress alarm on the SmartMove tablet, with training and monitoring. Liaison with Police.	Driver; Training administrator; Responsible officer; BSP
Unlicensed driver	Unlikely	Criminal offence	1	Administrative. Licence checked against DVD records; an ineligible driver cannot log in. Driver must notify SYD CABS if convicted of a disqualifying offence.	Driver; Vehicle owner; Training administrator; Responsible officer
Vehicle fault	Likely	Long term illness or serious injury	2	Administrative. Vehicle maintained and pre-shift check completed. Faults reported through the tablet chat, WhatsApp on 0437 158 154, or info@sydcabs.au.	Driver; Vehicle owner; Fleet inspector; Responsible officer
Vehicle accident	Likely	Death or permanent disability	1	Administrative. Driver must establish the wellbeing of all occupants and contact emergency services where anyone is injured.	Driver; Responsible officer
Mechanical failure	Likely	Death or permanent disability	1	Administrative. Driver to ensure the vehicle is within its service schedule and has passed its pre-shift check.	Driver; Vehicle owner; Fleet inspector; Responsible officer
Robbery	Unlikely	Long term illness or serious injury	3	Administrative / Isolation. Lock the taxi when alone, never display money, minimise cash held, do not display expensive electronics or jewellery.	Driver; Training administrator
Transporting guide dogs and assistance animals	Unlikely	First aid needed	4	Administrative. Drivers trained to identify where a customer may need assistance. Refusal is unlawful and is dealt with under the Complaint Handling Policy.	Driver trainer; Driver; Responsible officer
Vision impaired passenger	Likely	Medical attention and several days off work	3	Administrative. Drivers trained to identify where a customer may need assistance.	Driver trainer; Driver; Responsible officer
Elderly passenger	Likely	Medical attention and several days off work	3	Administrative. Drivers trained to identify where a customer may need assistance.	Driver trainer; Driver; Responsible officer
Soliciting and touting	Likely	Criminal offence	3	Administrative. Drivers caught touting are fined. Spot checks at the airport, major events and other locations.	Driver trainer; Driver; Responsible officer
Wet weather	Likely	Death or permanent disability	1	Administrative. Drive to the conditions.	Driver trainer; Driver; Responsible officer
Aggressive passengers	Likely	Long term illness or serious injury	2	Administrative / Isolation. Remain calm, speak clearly and without threat, isolate yourself from the situation.	Driver trainer; Driver; Responsible officer

Hazard	Likelihood	Severity	Rating	Recommended controls	Responsible officer
Lifting	Likely	Long term illness or serious injury	2	Administrative. Keep luggage close to the body when lifting. Test the weight of a bag before lifting.	Driver trainer; Driver; Responsible officer
Driver distraction — mobile phone	Likely	Death or permanent disability	1	Administrative / Elimination / Substitution. No private phone conversation while carrying fare-paying passengers. Hands free only, while in control of the vehicle.	Driver trainer; Driver; Responsible officer
Driver distraction — navigation	Likely	Death or permanent disability	1	Administrative / Elimination / Substitution. No operating or programming of a GPS or dispatch equipment while driving.	Driver trainer; Driver; Responsible officer
Driver distraction — unrestrained objects	Likely	Death or permanent disability	1	Administrative / Elimination / Substitution. No loose objects on or under seats.	Driver trainer; Driver; Responsible officer
Reversing	Likely	Death or permanent disability	1	Administrative. Walk around the vehicle before reversing, checking for children, obstructions and a safe path.	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 position.	Driver trainer; Driver; Responsible officer
Combined weight of wheelchair and passenger	Unlikely	Death or permanent disability	2	Administrative. Driver educated on the safe loading weight for wheelchair hoists — 300 kg combined.	Driver trainer; Driver; Responsible officer
Height and width of wheelchair	Unlikely	Death or permanent disability	2	Administrative. Driver 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 educated on the correct procedure for accessing the hoist.	Driver trainer; Driver; Responsible officer
No restraints	Unlikely	Death or permanent disability	2	Administrative / Eliminate. Driver educated on the correct restraining procedure for wheelchairs and scooters.	Driver trainer; Driver; Responsible officer
Not controlling the wheelchair	Unlikely	Long term illness or serious injury	3	Administrative. Driver educated on the correct loading and unloading procedure.	Driver trainer; Driver; Responsible officer
Strapping procedure not followed	Likely	Death or permanent disability	1	Administrative. Driver to follow the loading procedure taught in the training course.	Driver trainer; Driver; Responsible officer
Worn straps or incomplete restraint kit	Unlikely	Death or permanent disability	2	Administrative. Driver to inspect all wheelchair restraints and straps before the shift.	Driver trainer; Driver; Responsible officer; Fleet inspector
Unsecured objects moving during the trip	Likely	Death or permanent disability	1	Isolate / Eliminate. Loose luggage must not be carried in the cabin.	Driver trainer; Driver; Responsible officer

Hazard	Likelihood	Severity	Rating	Recommended controls	Responsible officer
Clothing	Unlikely	Medical attention and several days off work	4	Isolate / Eliminate. Driver to avoid loose clothing or jewellery that could catch in moving parts. Closed shoes required.	Driver trainer; Driver; Responsible officer
Pedestrians	Likely	Death or permanent disability	1	Administrative. Maintain a safe buffer to the vehicle in front. Approach pedestrian crossings expecting someone to cross.	Driver trainer; Driver; Responsible officer
Flooded roads	Unlikely	Death or permanent disability	2	Administrative / Isolate. Never drive through floodwater, whatever the vehicle in front did, and never past a road closed sign.	Driver trainer; Driver; Responsible officer
Driver health	Likely	Long term illness or serious injury	2	Administrative. Driver educated on a healthy lifestyle and encouraged to leave the car and walk during breaks.	Driver trainer; Driver; Responsible officer
Psychological injuries	Likely	Long term illness or serious injury	2	Administrative. Driver educated on the policies that mitigate psychological impacts. Victims of Crime procedure, duress alarm and CCTV, fatigue management.	Driver trainer; Driver; Responsible officer
Customer entering or exiting the vehicle	Likely	Long term illness or serious injury	2	Administrative / Isolate. Driver to ensure all doors are closed before the vehicle is put into drive.	Driver trainer; Driver; Responsible officer

Managing Risk

Drug and alcohol consumption

Drivers must have a blood alcohol concentration under 0.02 grams of alcohol per 100 ml of blood, and a zero drug reading. You should expect to be tested.

Drivers are not permitted to carry alcohol in the taxi unless it is the property of a passenger. It is illegal for passengers to drink alcohol in the cabin: a taxi is 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.

Driving under the effect of drugs carries consequences similar to driving under the influence of alcohol. Prescription and over-the-counter medicines can affect your ability to drive safely. The law requires you to monitor your use of medication and to drive only where there is no adverse effect.

Security threats and the duress alarm

The duress facility is built into the in-vehicle tablet, as part of the SmartMove dispatch system. It must be fixed in place and connected to the permanent wire.

- Press the red panic button twice.
- That connects you to the partnered call centre in Hobart.
- The call centre listens through the tablet and will call your number if required, or arrange emergency services according to the situation.

Use it whenever you are in danger, including danger from a passenger. You can also contact Police and other emergency services directly on 000.

**THIS IS THE ONLY DURESS PROCEDURE. ANY OTHER SEQUENCE YOU HAVE BEEN SHOWN IS OUT OF DATE
— TELL SYD CABS WHERE YOU SAW IT.**

Animal strikes

Driving on regional roads is not the same as city driving. Wildlife and stray stock move fast and unpredictably, and when an animal strays onto the road it is hard to know what it will do next. Slowing down and being prepared, particularly near sunrise and sunset, prevents collisions.

- Be aware — animals are more active near waterholes and creeks, and are harder to see at sunrise, sunset and at night.
- Reduce your speed when you see animal warning signs.
- Stay alert — animals are unpredictable, so expect the unexpected.
- Brake in a controlled manner.
- Never swerve. It is safer to hit an animal than to swerve and lose control of the vehicle.

On-board fire

Always have an evacuation plan in mind. If you discover a fire in the taxi:

- Remain calm.

- Assist all passengers to exit the vehicle calmly and quickly.
- Exit the vehicle yourself.
- Assemble with your passengers at a safe assembly point.
- Alert the Fire Brigade by dialling 000.
- Notify SYD CABS.

Faulty safety critical equipment

Complete the daily vehicle safety check sheet, at Attachment 2, before the start of every shift. Where any check fails, note the defect on the sheet and contact SYD CABS immediately. The vehicle will be inhibited and the fault must be rectified before the shift begins.

Report a defect to SYD CABS support and either collect a replacement vehicle or, if the fault can be repaired, take it to Meher Auto in Marrickville NSW, which is the recommended workshop.

Driver fatigue

Fatigue is managed under the Fatigue Management Policy at section 3 of the Driver Service Agreement. In short: access to the dispatch system is capped at 14 hours in any 24-hour period, after which the system locks you out until you have taken an adequate break; and you must not drive when tired, whatever the clock says.

Driving offences

Staying safe on the road matters for every driver and every passenger. It is your responsibility to ensure your own health and safety, and that your acts or omissions do not adversely affect anyone else, including your customer. Beyond the obvious injury consequences there are substantial financial ones, and loss of licence affects your livelihood.

Driving offences include, but are not limited to:

- Speeding.
- Crossing continuous dividing lines, except when making a lawful turn.
- Crossing the centre line on a curve or crest when unable to see the way is clear.
- Disobeying a hand signal or direction of a police officer, firefighter, ambulance officer or other authorised person.
- Driving without a seatbelt, or carrying a passenger who is not appropriately restrained.
- Driving contrary to a road traffic sign.
- Driving through a red light, or a yellow light.
- Failing to give way to a public bus displaying an indicator sign.
- Failing to give way at a give way sign, at a pedestrian crossing, at a stop sign, on a roundabout, at a T junction, or to a vehicle on the right at an intersection.
- Failing to give way to a pedestrian or oncoming vehicle when turning, or when making a U turn.
- Failing to give way to an emergency vehicle.
- Failing to slow down and move over when passing an incident response vehicle with flashing lights.
- Passing a vehicle which is giving way at a pedestrian crossing.
- Wilfully causing excessive noise or smoke.

Dangerous driving

Know the posted speed limit, and take into account road and weather conditions, the speed of other traffic, and the presence of cyclists or pedestrians. A number of factors require a lower speed than the sign shows. You must never exceed the limit, and in poor conditions it is safer to drive below it.

Always signal before turning or changing lanes. Keep a safe distance behind the vehicle in front — tailgating removes the room you need to stop.

Never drive while drowsy. If you begin to feel tired, pull over. Fatigue-related crashes are twice as likely to be fatal, because a driver who is asleep does not brake. Being awake for about 17 hours has a similar effect on performance as a blood alcohol concentration of 0.05.

Driver and vehicle identification

Every vehicle must be identifiable as affiliated with SYD CABS, and every driver must display their driver authorisation identification card at all times while working. It must be in full view from each seating position. Any passenger has the right to ask to see it.

Driver fraud

All reports of fraud are taken seriously. SYD CABS has zero tolerance for it. Allegations are investigated and, where substantiated, handed to Police.

Fraudulent use of a docket is a criminal offence and will be prosecuted. Reduce the risk of docket fraud by:

- Ensuring the amount on the meter and the amount on the docket are the same.
- Charging correctly where a subsidy applies, including TTSS. TTSS voucher handling is set out at section 6 of the Driver Service Agreement.

Driver seatbelt

By law every driver must wear a seatbelt where one is fitted. Seatbelts are designed for one person at a time — fastening one around two people is both illegal and unsafe. Seatbelts are worn on every trip, long or short.

Passenger seatbelt

Children under 12 months may not travel in a taxi unless secured in an approved child car seat:

- Under 6 months — an approved rearward facing restraint.
- 6 months to under 12 months — an approved rearward or forward facing restraint with an inbuilt harness.

Children over 12 months may wear a seatbelt, though a parent or taxi service provider may prefer a child car seat. Every wheelchair accessible taxi is required to carry an approved child car seat.

Driver assault on a passenger

A driver must behave appropriately with passengers at all times, and must never verbally abuse, touch or assault a passenger. The consequence of an assault is removal from SYD CABS and, where warranted, criminal charges. It is dealt with outside the Complaint Scale, as serious criminal conduct.

Unlicensed driver

You must notify SYD CABS immediately if you are convicted of a disqualifying offence. Licences are checked against DVD records, and a driver who is not eligible cannot log in to the dispatch system.

Vehicle fault

Complete the vehicle check list before starting your shift. Report a fault through the tablet chat, by WhatsApp on 0437 158 154, or to info@sydcabs.au.

Vehicle accident

Remain calm. Someone's life may depend on it. Then:

- Establish the wellbeing of all occupants of the vehicles involved, and call an ambulance immediately if anyone is injured.
- Notify the SYD CABS base immediately through the dispatch system or by phone. The details are recorded in the incident book.
- Render first aid only if you are qualified to do so.
- Obtain the name, address and driver licence number of every other driver, the vehicle owner's details where different, and the registration of each vehicle involved.
- Take the names and addresses of passengers and witnesses.
- Do not admit liability. Admitting liability may void your insurance.

Police must be called if anyone is killed or injured, if there is damage to property other than the vehicles, if the combined damage exceeds \$2,500, or if there is a dispute about fault. If Police are not required at the scene, the accident may be reported later at a police station.

For an insurance claim you will also need details of the other vehicles' insurers, the names or numbers of any police officers in attendance and any event number, and a record of the damage.

You must stop after any accident and exchange details with every other driver involved.

Mechanical failure

If the taxi fails while you are on shift:

- Stop and park as far off the road as is practical.
- Avoid stopping around blind corners, just over crests, on bridges, or where the road is narrow.
- Use hazard lights. In poor light, use parking lights as well.
- Report the failure to SYD CABS.
- Do not attempt to repair the vehicle.
- If it is safe to leave the vehicle, do so and move behind a safety barrier. If it is not safe, stay in the vehicle with your seatbelt on.
- Exit on the passenger side.
- Close the bonnet once help is arranged — an open bonnet invites other drivers to stop, which puts them at risk too.

Before calling for assistance, check the obvious: fuel, battery power and terminals, the gear position, the gas converter, whether the vehicle has overheated, and the fuel toggle position if it is dual fuel. If you cannot find

the cause, contact the SYD CABS base and ask for another taxi to take your passengers on. Support will contact your operator if you ask. Stay with the vehicle until assistance arrives.

Robbery

Drivers can be carrying significant cash, particularly towards the end of a shift, which makes them a target. If you are threatened, remain calm and cooperate. No amount of money or property is worth your life.

- Lock the taxi when you are alone in it or away from it.
- Minimise the cash you hold — leave it at home, or bank it during a break at a well-lit ATM.
- Never display money. When a passenger pays, expose only the float.
- Never tell a passenger you have had a good night.
- Promote non-cash payment.
- Do not wear expensive-looking jewellery or display expensive electronics.
- Use the duress alarm if threatened.

Transporting guide dogs and assistance animals

You must accept a passenger accompanied by a guide dog or assistance animal. They are entitled to the same courtesy and respect as any other customer.

It is an offence to refuse service to a person accompanied by an animal trained to assist them because of a disability. Refusal is also dealt with under the Complaint Handling Policy, where mandatory disability awareness training applies on a first occasion.

NO DRIVER MAY REFUSE A PASSENGER BECAUSE THEY HAVE A GUIDE DOG OR ASSISTANCE ANIMAL.

Vision impaired passenger

If you think your passenger may need a hand, walk up, greet them and identify yourself. Ask whether they would like assistance getting into the vehicle, listen to the answer, and assist if asked. Do not assume the passenger is non-verbal or has low communication skills.

Elderly passenger

Offer assistance where you think it is needed, and do not take offence if it is declined. Be alert to the conditions that affect a passenger's comfort — cabin temperature, radio volume, and your driving style.

Wet weather

- Drive slowly, to avoid aquaplaning and skidding.
- Use low beam headlights.
- Use the air conditioner or demister to keep the windscreen clear.
- Double the distance to the vehicle in front.
- Avoid sudden braking, acceleration or turning.
- Do not drive on unsealed roads.
- Use the road markings to hold your position in the lane.
- Do not drive on a road covered by water, even partially.

- Watch for landslides — heavy rain moves rock and soil.
- Stay away from stagnant water at the roadside.

Lifting

The back is particularly vulnerable to manual handling injury. Control the risk when loading luggage: keep the load close to your body and lift with your thigh muscles. Never attempt to lift or carry a load you think is too heavy. Give some thought to how items sit in the boot — objects banging around are distracting and damage the vehicle.

Driver distraction — mobile phone

You may touch a mobile phone only to receive or end a call, and only where the phone is secured in a mounting fixed to the vehicle. If it is not in a mounting, it may only be used to receive or end a call without touching it — voice activation, a Bluetooth car kit, an earpiece or a headset.

It is illegal to create, send or look at a text message, video message, email or similar communication while driving, even where the phone is mounted or can be operated without touching it.

Driver distraction — navigation

Distracted driving is driving while doing something that takes your attention from the road. It compromises the safety of the driver, the passengers, pedestrians and everyone in other vehicles. Do not operate or program a GPS or the dispatch equipment while the vehicle is moving.

Driver distraction — unrestrained objects

Never store objects in the driver's footwell. Under heavy braking or cornering they move and can stop you using the pedals. Loose objects on the dashboard or centre console slide around and distract; they belong in the storage compartments. Use the drink holders rather than holding a drink between your legs.

Be aware of what is under your seat — a bottle, a ball or a directory can slide forward under your feet. Never leave a large object unrestrained on the back seat: in even a small crash, a heavy mass can kill the people in front. Check the floor mats too, since a mat that slides forward can block the pedals.

Reversing

Before reversing, walk around the vehicle and check for children, obstructions and a clear path. Once in the vehicle, check your mirrors and over your shoulder. A vehicle is harder to control in reverse than going forward, so never reverse further than you need to. Walking around the back of the car takes six to eight seconds more than getting straight in.

Pickup area

Assess the area on arrival. Consider whether the spot the customer asked for is a no stopping zone, on a blind corner, or close to an intersection. Sometimes you will need to stop somewhere more suitable and say so.

Combined weight of wheelchair and passenger

The hoist has a maximum loading capacity of 300 kg. That is the combined weight of the wheelchair and the passenger.

Height and width of wheelchairs, where applicable

A wheelchair accessible taxi must contain, for each wheelchair it is designed to carry, a space no smaller than a rectangular prism of:

- 1,300 mm length, parallel to the centre line of the vehicle.
- 800 mm width.
- 1,500 mm height.
- With no intrusion into that space other than adjustable restraint devices.

Driver accessing the hoist

- Do not stand, or let anyone else stand, in front of the platform while lowering the hoist.
- Inspect the hoist to make sure it is clean and free of defects.
- Stand on the hoist and raise it to the full level of the vehicle, stepping towards the back of the wheelchair.

Restraining a wheelchair

Every wheelchair and every wheelchair passenger must be restrained on every journey. Keep one hand on the wheelchair at all times while loading and unloading.

1. Attach the front restraints

- Line up and lock the anchorage into the floor tracking at the front of the wheelchair.
- Attach the restraints to the main frame, anchoring just outside the width of the wheels.
- Set the strap angle at 45 degrees to the floor, or as close as you can.
- Face the buckle clip outwards, so it comes off easily.
- Push or drive the wheelchair backwards to take up the slack.

2. Attach the rear restraints

- Attach the restraints to the main frame, inside the line of the wheels.
- Do not cross the restraints over.
- Tension the slack.
- Test for stability.

ALWAYS ENSURE THE WHEELCHAIR BRAKES ARE APPLIED.

3. Use the correct restraint

- Use an approved restraint with a direct connection to the floor. A passenger's own posture control belt is not sufficient unless it meets Australian Standards.
- Buckle the lap belt together.
- Pass the two ends down through the side panels of the wheelchair, not over the armrests.
- Connect the ends to the floor anchorage.
- Adjust the lap belt firmly, checking the tension with the passenger.
- The lap belt must sit across the pelvis, not the abdomen. Fit the shoulder belt where needed.

Worn straps and incomplete restraint kits

The straps that secure a wheelchair are an integral part of the safety system. Look after them: do not run them over sharp objects, and do not leave them where they can jam in a mechanism. Once a strap begins to fray it is replaced, not used.

Unsecured objects moving during the trip

Keep the inside of the vehicle clean and organised, and make sure there are nothing loose on or under the seats. An empty bottle or similar object can move from under a seat to under your feet and jam a pedal.

Never leave a large object unrestrained on the back seat. Even in a minor collision a light object becomes a projectile. Where large items must be carried, place them so the greatest possible surface area is in contact with the seat.

Clothing

Drivers are in uniform on shift: black pants or shorts, and either a white shirt or a SYD CABS polo. Closed shoes are required — no sandals or thongs. Avoid loose clothing or jewellery that could catch in moving parts.

Pedestrians

Stay aware of your surroundings, pedestrians included. Anticipate, plan ahead, and approach every pedestrian crossing expecting somebody to step onto it.

Flooded roads

Never drive through floodwater, even if the car in front got through and even if there is no warning sign. It is life threatening. Where a sign says a road is closed, do not drive through it.

Driver health

Long hours and shift work take planning if you are to eat well and get enough exercise. Eat high fibre, slow release foods that give you energy and keep you full. Reduce fatty, salty and sugary food. Drink plenty of water and limit caffeine — it will keep you awake briefly, but not if you are short of sleep. Use your breaks to get out of the taxi, stretch and move. Exercise between shifts and on days off, because driving a taxi is largely inactive work.

Psychological injuries

Driving a commercial passenger vehicle takes a psychological toll, and the effects are real: depression, post-traumatic stress disorder, anxiety, deteriorating physical and psychological health, breakdown of working relationships, poor morale, reduced efficiency, and increased absenteeism and turnover.

Safe Work Australia identifies several causes that apply directly to this work:

- Job demand, high and low. Long hours are common in transport, and so is the reverse — too little work, with rising competition.
- Job control. You cannot choose your client base, and you never know who is walking up to the vehicle. Changing legislation means operators and drivers constantly adapt how they work.
- Isolated and remote work. You carry passengers all day and may still develop no working relationships, which is isolating.

- Violent or traumatic events. Physical and psychological abuse from passengers, including assault, fare evasion, theft, discrimination, hate speech and threats.
- Recognition and reward. Providing a service means being constantly assessed, and everything you say and do is watched.

SYD CABS has controls in place to reduce these risks:

- Education on dealing with difficult customers.
- A Victims of Crime procedure, which monitors a driver involved in an incident from the point it is lodged until two weeks afterwards, including referral to NSW Police victims of crime support. Available on request.
- The duress alarm and the in-vehicle cameras, which both deter and record.
- Fatigue management, which reduces workload and isolation risk.

Further guidance is published by Safe Work Australia on work-related psychological health and safety.

Customer entering and exiting the vehicle

You are responsible for ensuring the vehicle is safe for a passenger to get in and out of. Assess the surroundings first, and make sure every door is closed before the vehicle is put into drive.

06

Reporting a Hazard or an Incident

Report a hazard, an incident or a notifiable occurrence to SYD CABS as soon as you can.

- Urgent operational matters — WhatsApp +61 437 158 154.
- By phone — 1300 926 117.
- Complaints and incidents — incident@sydcabs.au.
- General — info@sydcabs.au.

A notifiable occurrence must reach SYD CABS immediately, so that it can be reported to the Point to Point Transport Commissioner as the Act requires. SYD CABS cannot report what it has not been told.

Every hazard report is investigated and, where a control is needed, the Risk Register is updated. A driver or operator who reports a hazard in good faith is not penalised for doing so.

07

Review

This Safety Management System is reviewed at least annually, and sooner where the law changes, where an incident shows a control is not working, or where operational experience requires it. The current version is published at www.sydcabs.au and applies from the version date shown in the footer.

Attachments

Attachment 1 lists what is inspected. Attachment 2 is the sheet the driver completes and signs before each shift.

Attachment 1 — Daily vehicle safety check: items that require checking

Item	What to check
Lighting	Tail, headlight, brake, indicator, hazard, reversing and instrument lighting. Safety beacons and taxi roof light, if fitted.
Vision	Condition of glass, wipers and washers, internal and external mirrors.
Horn	Horn and reversing alarms.
Brakes	Service (foot) brake and hand brake. Brake pedal rubber fitted.
Wheel assembly	Tyres and rims, inflation and condition, wheel nuts.
Fluid levels	Engine oil, radiator coolant, washer water.
Visible leaks	Under and around the vehicle — engine, transmission, radiator, brake and clutch fluid, battery and fuel.
General safety	Seat belts, seat adjustment, body damage, spare wheel and required tools.
General cleanliness	Reasonable cleanliness inside and out.
Operating check	All controls and gauges working, no abnormal noises, wheelchair hoist serviceable if fitted.
Fire equipment	Fire extinguisher current — checked every 6 months — and correctly stored, if fitted.
Safety equipment	All emergency exits operational. Hoist and strapping belts in working order, where required.
Communications	Mobile phone, dispatch system and meter in working order, where required.

Attachment 2 — Daily vehicle safety check sheet and driver's declaration

Vehicle registration #: _____ Trip date: _____ Start KM: _____ End KM: _____

Driver's name: _____ Driver's licence #: _____ Driver ID #: _____

Have you driven this vehicle before? Yes ☐ No ☐ If no, familiarise yourself with the operator's manual and the safety features of the vehicle before you drive it.

Mark each item ✓ satisfactory or ✗ defect, for each day of the shift.

Item	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Initial if defected	Defect # if generated
Lighting									
Vision									
Horn									
Brakes									
Wheel assembly									
Fluid levels									
Visible leaks									
General safety									
General cleanliness									
Operating check									
Fire equipment									
Safety equipment									
Communications									

Details of any defect: _____

Driver's declaration

I have inspected the vehicle as required and, to the best of my knowledge, it is suitably equipped and in a safe condition. Where I have noted a defect on this form I have made it known to SYD CABS before the shift commenced, and I understand the vehicle cannot be used to carry passengers until the defect is rectified. I declare myself in a fit state to drive this vehicle.

Driver's name: _____

Driver's signature: _____

Date: _____