

Terms for Cool Cabs

TERMS FOR DRIVERS

These Terms set forth the main terms and conditions applying to and governing the agreement between you (In these Terms “driver”, “you”, “your” and “yours” refer to the person using the driver app and platform and “we”, “us” and “our” refer to Cool Cabs Pty Ltd.)

In order to access and use the Cool Cabs App, you must agree to the terms and conditions that are set forth below, by agreeing to the Terms and Conditions you give consent to Cool Cabs the ASP for relevant DVD checks with Point to Point Transport.

Consent

I consent to the above Authorised Service Provider (ASP) <entering my driver licence into the DVD / continue using my driver licence in the DVD> for the purpose of confirming that I am an eligible driver under point to point transport law. I understand that the ASP will be able to check whether I have the relevant driver licence to provide passenger services and whether I have any disqualifying offences recorded against my name (criminal charges, serious driving offences and point to point safety offences).

1. COOL CABS SERVICE

- 1.1 The Cool Cabs App provides an Online, web and digital marketplace that allows you to receive requests for Transportation Services and related services interested in using the passenger transportation provided by you.
- 1.2 For the purposes of the Agreement, the transportation services provided by you to Customers/Passengers that are matched through the Cool Cabs App shall be referred to as the Transportation Services.
- 1.3 To avoid doubt, you acknowledge and agree that Cool Cabs does not provide Transportation Services. You shall provide the Transportation Services as an independent business on your own account to the Customer as independent providers of point-to-point transportation to receive and fulfil requests for Transportation Services.
- 1.4 You are entitled to provide passenger transportation services independently of this arrangement, but once you accept a request as a partner driver; you have sole responsibility for the provision of those Transportation Services as per the passenger’s request. You can use other software services in order to find work, as part of your business on your own account.
- 1.5 You agree to pay Cool Cabs Fee or commission in relation to Transportation Services referred to you through the Cool Cabs App.
- 1.6 Cool Cabs does not guarantee the number of requests by the Customers and can in no way be considered to be a person acting on behalf or in the name of the Passenger/Customer. Cool Cabs simply connects you as a driver and Passenger/Customers so that you can provide Services to the Passenger/Customer.
- 1.7 Every Service provided by you to a Customer shall constitute a separate agreement between you and Passenger/Customers. Subject to your safety obligations under the Point To Point Fatigue Management Policy, these matters remain entirely within your sole discretion.



2. ENTRY INTO THE AGREEMENT

2.1 Before using the Cool Cabs App you must register an account with Cool Cabs and in doing so you agree to be bound by the Agreement. As part of the registration process, you must provide the requested information in the signup application and provide all the necessary documentation requested by HP Taxi. Cool Cabs may review such information and the relevant documentation and shall determine, in its sole discretion, whether or not to accept your Application. You will be granted a licence/permission to use the driver app and platform and be issued with a driver account and temporary password. Only once this has occurred are you permitted to use the driver app and platform and provide Transportation Services.

2.2 The username and password are personal and is not transferable without the written consent of HP Taxi. The username and password is the process used by Cool Cabs to identify users of the Cool Cabs App and Website and it is very important. You acknowledge and agree that you are responsible for all activity that occurs in relation to your driver account and you should not share or disclose your account information to anyone else. You are responsible for use of the Cool Cabs App or Website and all information posted by anyone using your username and password. Any breach of security of a username and password must be notified to Cool Cabs immediately.

2.3 At the end of the signup application, you represent and warrant that you are entitled to enter into an agreement with Cool Cabs to use the Cool Cabs App; agree to be bound by the General and Specific Terms, including all your obligations, all of the information presented to Cool Cabs by you is, correct, complete and fully accurate, you will not use the Cool Cabs App for unauthorised, illegal or unlawful purposes, you will not copy or distribute the Cool Cabs App or content at anytime. You will fully comply with all laws and regulations applicable in the state you are providing Transportation Services, you will not authorise any other person or persons to use your account without the written consent of HP Taxi; you will keep the Cool Cabs account accurate and profile/personal information updated at all times and within 24 hours update the changes; you fully agree with the Privacy Policy of Cool Cabs provided on the Website www.halfpricetaxi.com.au

2.4 After the signup application submission, you will receive an e-mail with additional conditions to provide including:

- Unrestricted Australian Driver's Licence.
- Passport or Australian Birth Certificate.
 - Vehicle Registration Certificate.
 - Vehicle Insurance Certificate minimum of third-party property damage.
 - Driving Record from RMS
 - ABN
 - Profile Face Picture
 - Authority to Drive. (eg. in NSW, this would be your Driver Authority Card or your Passenger Transport License Code).
 - Vehicle Pictures (front, both sides and rear) of good quality
 - Criminal Background Check, if any please don't apply, it will get rejected.

2.5 You have to comply with Terms applicable in the State of the Services, failure to comply with the General/Specific Terms will result in termination of the Agreement and your right to use the Cool Cabs App.

you will not transmit files that contain Trojans, viruses, corrupted files, or any other executable programs that may damage or affect the operation of, Cool Cabs Services/Website/App/hardware, or any equipment.

You will not attempt to gain unauthorized access to Cool Cabs Services/Website/App/hardware, or any equipment.

You will not publish, post, upload, e-mail, distribute, or disseminate any infringing /inappropriate/ defamatory/ misleading/ profane/ obscene/indecent and unlawful content.

After termination of the Agreement, you must immediately handover or remove and stop using any signs or stickers and advertising materials that refer to HP Taxi.



3. PROVISION OF APP BOOKED SERVICES

3.1 Every time a request is accepted for Transportation Service from a passenger you agree that:

- You as a driver partner have, hold and maintain all required licences approvals, registrations, certifications, permits, vehicle and personal indemnity insurances and other documentation required in every relevant jurisdiction;
- You as a driver partner will comply with and abide by all relevant traffic and road laws and regulations while you are driving;
- You as a driver partner will only use the approved vehicle as part of your application;
- you as a driver partner will provide the Transportation Services in a professional and courteous manner.
- you as a driver partner will not operate the Cool Cabs driver app and platform while driving and will only access and interact with the Cool Cabs driver app when it is legal and safe to do so as per the road rules and regulation;
- you as a driver partner will take the route that is reasonably shorter likely to cost the passenger the less and not make any unnecessary stops unless requested by the customer to take a particular route;
- and you as a driver partner will not transport anyone other than the passenger and co-passengers in the vehicle. (No Pooling)

4. COSTS FOR EQUIPMENT

4.1 You are obliged to provide and maintain all equipment and means that are necessary to perform the Transportation Services at your own expense, including a vehicle, smart device and data plan. You are responsible for any costs that you incur in accepting and fulfilling a request for Transportation Services, including, but not limited to, fuel, mobile and data plan costs, vehicle, all insurance, relevant taxes etc.

5. FARES

5.1 The passenger will be liable to pay you a fare for the Transportation Services you provide to the passenger. the passenger is liable to pay for the Transportation Services for the duration of the specific travel and any other fixed costs that relate to the journey including, without limitation, any tolls, other fees (airport toll). The Fare may fluctuate based on the local market situation, conditions and demand. The Fare includes any GST payable for the Transportation Services you provide to Passengers.

5.2 Cool Cabs may adjust your Fare if found wrongful activity or a complaint by the Customer indicates wrongful activity by you. Cool Cabs will only exercise its right to reduce or cancel the Fare in part or full in a reasonable and justified manner.

6. RECEIPTS OF THE TRIP

6.1 Cool Cabs shall create a receipt describing the route, Fare, time and other relevant information of the trip. You will be able to access the receipt of each trip from Portal. Any corrections that you wish to make to Fare calculation has to be submitted If a request for Fare Review has not been submitted then, Cool Cabs shall have no obligation or authority to recalculate the Fare and reimburse you any error in Fare. The decision will be final.

7. CANCELLATION FEE

7.1 If the Customer cancels the request for Transportation Services after Job accepted by the driver or does not use the Transportation Services (e.g. a 'no show'), THEN Cool Cabs shall on your behalf have the right to request a penalty up to \$10 (including GST) from the Customer. Cool Cabs has discretion in deciding whether to collect the cancellation fee or not on your behalf. If Cool Cabs collects the cancellation fee on your behalf, it set off the Cool Cabs Fee against the cancellation fee and the balance (if any) shall be forwarded to you within 7 days as of its collection.



7.2 If a Passenger or its co-passengers negligently damage your vehicle or its interior (Vomit, food or drinks) you have the right to request the Customer to pay an amount of \$55 (including GST) and request further compensation for any damages exceeding this amount. If the Customer does not agree to pay the penalty and/or compensate you for the damage, you must notify the Cool Cabs of the matter at hand. Any such notification must be presented to Cool Cabs within 24 hours and be accompanied by good quality pictures or other sufficient proof of damage. Cool Cabs will then try to collect the damages and/or relevant costs on your behalf from the Customer. However, Cool Cabs is not taking any liability for direct or indirect damage caused by passenger or co-passengers.

8. YOUR TAX OBLIGATIONS

8.1 You hereby acknowledge and agree that you are required to complete all tax obligations that arise to you from the applicable laws in relation to providing the Transportation Services, including (a) GST; (b) Income tax, or any other tax applicable; Additionally, it is your obligation to provide Cool Cabs with all relevant tax information, including your ABN. Please note that Cool Cabs may in its reasonable discretion and based on applicable tax law, collect and remit taxes resulting from your provision of Transportation Services and/or provide any of the relevant tax information directly to the ATO authorities on your behalf. You shall indemnify Cool Cabs and its affiliates from all tax liabilities, duties, levies, claims and penalties that may be imposed on you, Cool Cabs is not responsible for any PAYG withholding, superannuation, employee entitlements or remittance of any tax on your behalf.

You agree to comply with all of your obligations under tax and any laws

Drivers that are carrying on an enterprise for GST purposes are entitled to be Drivers and provide the Transportation Services. You warrant that you have a valid ABN, are registered for GST and have provided Cool Cabs with your correct ABN; and you will notify Cool Cabs immediately in writing if you cease to be registered for GST or your ABN details changes.

9. YOUR AUTHORISATION TO ISSUE INVOICES

9.1 You hereby authorise Cool Cabs to prepare and issue all tax invoices and adjustment on your behalf in order to compensate you any expenses, or other fees that you are due from HP Taxi. Once issued, the invoice will be available to you via the Driver's Portal.

9.2 You warrant that you will remit to the ATO any GST outstanding on tax invoices issued by Cool Cabs on behalf of you and, on request by HP Taxi, you will provide evidence/proof to Cool Cabs that you have complied with this.

All Drivers are required to be registered for GST; Cool Cabs assumes that all Fares charged to Passengers are subject to GST. You authorise Cool Cabs to issue tax invoices to Passengers for Transportation Services on your behalf. Tax invoices issued will be in your Full Name and ABN. You acknowledge that Cool Cabs is not responsible for the information provided on the tax invoices issued to Passengers and that you are responsible for the validity of the tax invoices issued by Cool Cabs on your behalf.

10. COOL CABS FEES

10.1 In order to use the Cool Cabs App, you are obliged to pay to Cool Cabs a fee (i.e. the Cool Cabs Fee). The Cool Cabs Fee is paid based on the Fare of each Transportation Service order you have completed and may include any levy or charge payable by Cool Cabs to any government agency or authority or any Customer Charge. The amount of the Cool Cabs Fee is made available to you via e-mail, Cool Cabs App, Driver's Portal or other pertinent means. Please acknowledge that the Cool Cabs Fee may change from time to time. Cool Cabs shall send you a prior notification of each such change.

Cool Cabs may pay levies, fees, charges and credit card surcharges. The Customer Charges will also be added to the Fares charged to Customers plus any GST.



11. IN-APP PAYMENTS

11.1 You are required to provide your own bank account details with correct BSB and Account number while filling out the payment details upon Driver registration. Cool Cabs or its Affiliates will transfer or deposit In-app Payment fees to the Nominated bank account you have provided. Cool Cabs and/or its Affiliates are not liable for any incorrect deposit or transfer where you have failed to provide correct bank account details.

11.2 Cool Cabs may enable its Customers to pay for the Transportation Service via In-app Payment, acting as a limited payment collection agent collecting payments for the provision of Transportation Services on your behalf; You agree that any payments made by the Passengers via the Cool Cabs In-app Payment shall be considered the same as payments made directly to you.

11.3 Cool Cabs will regularly transfer the amounts collected as In-app Payments, which have been credited to the HP Taxi's bank account in the preceding week, to your bank account by the 7th day of the following week. Payment processing services are provided by Stripe and are subject to the Stripe Account Agreement with Cool Cabs Pty Ltd. you indemnify Cool Cabs for any costs or liability that arise in connection with the breach of the Stripe Services Agreement and the payment or non-payment of amounts that are owed to you.

11.4 You are entitled to review In-app Payment reports in the Cool Cabs Driver's Portal. Cool Cabs is not obliged to pay you the Fare due from the Customer if the In-app Payment fails due to Customer's credit card or mobile payment being declined, cancelled, unsuccessful for reasons unknown to HP Taxi. If this occurs, we will help you in requesting the Fare due from the Customer. If Cool Cabs is unable to collect the Fare, Cool Cabs may decide to pay you the full or part of the Fare if Cool Cabs considers it is fair to do so. In any event, Cool Cabs will not pay more than \$20.

11.5 Before providing Transportation Services, to the Passenger it has to be confirmed that it allows the passenger to ride under its account. If you make a mistake in identifying the Passenger by name and other details and the In-app Payment is charged to a person, who has not been provided or has not approved the Transportation Services, Cool Cabs shall reimburse the Customer the full Fare. In these circumstances, you will not be entitled to receive the Fare in full or part from HP Taxi.

11.6 You must notify Cool Cabs of any important issues related to Fares paid via In-app Payment.

12. RATINGS AND ACTIVITY

12.1 In order to guarantee high-quality service via the Cool Cabs App and provide additional reassurance to our Customers, you hereby acknowledge that the Customers may provide you a rating and leave feedback regarding the quality of the Transportation Services that you have provided. Your average rating will be linked to your Cool Cabs account and available to prospective Customers as part of HP Taxi's service. The Customer is obliged to provide the ratings and comments in good faith, and if we, in our discretion, find a particular rating or comment to not be in good faith, we may remove it. You should contact Cool Cabs if you have any issues with the ratings or comment you are provided with.

12.2 In addition to the rating, Cool Cabs calculates your level of activity and provides you with an activity score.

12.3 You hereby acknowledge that you will provide reliable transportation services to Customers/Passengers and Co-Passengers.



13 COOL CABS AND THE CUSTOMERS/PASSENGERS

You agree that Cool Cabs does not provide Transportation Services and that Cool Cabs is not a transportation service provider.

13.1 The Transportation Services are provided by you; you shall not be regarded as an employee or worker or Staff of Cool Cabs in respect of the services provided.

13.2 Cool Cabs and its Affiliates do not control or direct your provision of Transportation Services. You have to decide when and for how long to use the Cool Cabs App and if to accept the Customer's request received via the Cool Cabs App. You agree that you have full discretion to provide services through the App or otherwise find other business opportunities or Full/Part time employment.

13.3 You are not employed by Cool Cabs or in partnership with Cool Cabs or act as an agent or representative of HP Taxi.

14. PROCESSING OF PERSONAL DATA

14.1 Cool Cabs collects personal data and location information for the purpose necessary to enable the intended functioning of the Software /App and the communication.

14.2 You must process the personal data only in accordance with the privacy policy of Cool Cabs available at the Website.

To provide Cool Cabs Services, we collect your geo-location information while you are using the Cool Cabs App. This means that we monitor and track your geo-location we will provide Customers with your name, vehicle details and Registered license plate number for your identification and safety reasons. If you would like your geo-location data and other information not to be available to Customers, you must close the App or indicate in the App that you are currently not available for services.

You will not process any personal data of the Customers You will not contact any Customer or collect, record, store, grant access, use or cross-use the personal data provided by the Customers or accessible to you via the Cool Cabs App for any reason other than for the purposes of fulfilling the Transportation Service request.

In processing Customer's data, you must oblige with the procedure, and conditions of processing personal data this is available in the privacy policy of Cool Cabs <https://coolcabs.com.au/privacy-policy/>

15. LIABILITY

15.1 The Cool Cabs App, its content and functionality is provided on an 'as is' and 'as available' basis. To the fullest extent permitted by law, Cool Cabs driver app and platform and services provided by Cool Cabs are provided without warranty of any kind and exclude and disclaim to the maximum extent permitted by law all guarantees, conditions, warranties or terms of any kind, whether express or implied or imposed by any applicable law. If you choose to use the Cool Cabs driver app and platform, you do so at your sole risk. Cool Cabs and its Affiliates do not represent, warrant or guarantee that access to the Website or Cool Cabs App will be uninterrupted or error-free.



IMPORTANT INFORMATION

Background

The DVD is a part of the NSW Point to Point Commission Portal. It is a safety management tool to assist ASPs to meet the requirements of the new point to point legislation in ensuring their drivers are eligible to provide point to point transport services.

What information will the Authorised Service Provider obtain from a check?

Once you provide your consent, the ASP will be able to enter your surname, date of birth and driver licence number into the DVD. The DVD will then confirm whether or not you are an eligible driver and if you have any criminal, serious driving or point to point safety offences recorded against your name. If the DVD results show that an offence has been recorded, it does not detail what this offence is. These checks can be conducted as often as the ASP believes appropriate in order to meet their safety obligations under point to point transport law.

What happens if you don't consent?

It is voluntary to provide your consent to the disclosure of personal information requested in this form. However, without your consent, the ASP may not be able to verify whether you are eligible to be a passenger service driver under point to point transport law.

How long is consent valid?

Your consent will remain valid for 12 months but will end sooner if you cancel or cease employment with the ASP.

CANCELLING CONSENT

You may cancel your consent at any time by notifying the ASP in writing. After that, they will not be entitled to check your driver licence details and therefore, your eligibility as a driver.

PRIVACY NOTICE

The ASP is collecting your personal information for the purpose of assessing your eligibility as a driver under point to point transport law. Your personal information includes your surname, date of birth, driver licence number, as well as any records of criminal offences, serious driving offences or point to point safety offences. It is voluntary to provide your consent for the ASP to access your personal information. However, if you do not consent, then this could affect the ASP's assessment of your eligibility to be a passenger service driver. The ASP will hold your personal information and not otherwise use or disclose it except as authorised by law. If you wish to access your personal information, please contact the ASP.



PRIVACY COMPLAINTS

If you believe the ASP has obtained your driver licence information without your consent or has misused that information, then you should notify the ASP. If you are not satisfied with the outcome, you can raise the matter by contacting:

- Transport for NSW
privacy@transport.nsw.gov.au
- Office of the NSW Privacy Commissioner
www.ipc.nsw.gov.au/contact-us





5 CORE SAFETY ELEMENTS

Risk management approach

A risk management approach is imperative to managing road safety. Operations can utilise and adopt a typical risk management framework and approach that has been proven useful in other work activity sectors. Such an approach incorporates six key steps as outlined in Figure 5.

Before undertaking a Risk Management Approach, ensure that you have answered the following questions:

- What is the issue?
- Why should I care?
- Once these questions have been answered you can ask yourself, what can I do to manage this issue?



Hazard identification

In the circumstances relating to your organisation's operations, what hazards are associated with your operation?

Risk identification

What are the potential risks in regards to each of the previous hazards identified? In other words what can happen and how could it happen?

Risk assessment and evaluation

In regards to what could happen and how it could happen and what is the likelihood of such an event occurring? If such an event was to happen what are the potential consequences associated with the event? Analyse the risk to determine likelihood, consequences and an estimated level of risk.

Risk mitigation and treatment

What strategies and initiatives can and will be implemented to reduce risk?

Risk monitoring

The work driving environment is extremely dynamic in nature, consequently upon implementing strategies and interventions to mitigate risks, organisations should actively and constantly re-evaluate and monitor risk, mitigation strategies and interventions.

Figure 5: Six key steps to effective risk management of the taxi industry

Work-related driving is associated with a number of risk factors that alone or in combination increase both the likelihood and the severity of an incident.

Prior to identifying risks and developing strategies to manage those risks, hazards should be identified. In this section, the nature of some examples of the major risk factors in the taxi industry is examined further and the ways to reduce these risks are outlined.



▷ STEP 1: Hazard identification

An initial step in the risk management process is to identify what potential hazards are associated with the organisation's operations. Through developing an awareness of potential hazards, appropriate considerations can be made to increase workplace safety.

Due to the diverse nature of work-related driving activities, the taxi industry could encounter various hazards including:

- Driver Factors (e.g. fitness to drive, distraction, fatigue, seat belt use or passengers)
- Vehicle Factors (e.g. vehicle itself or reversing)
- Road Factors (e.g. pedestrians or flooded roads)
- Organisation and Policy Factors (e.g. vehicle maintenance and post incident reporting)

The extent that hazards represent a risk will depend on the overall progress and use of an organisations risk management approach.

▷ STEP 2: Risk identification

Once relevant hazards have been identified, the organisation is able to establish potential risks which could present if that hazards where to occur. This step helps organisations clarify what types of risks might eventuate, who or what these risks might impact and how it could impact those involved.

▷ STEP 3: Risk assessment and evaluation

Once an understanding of the potential risks resulting from the hazards has been gained, assessments on the likelihood, consequences and level of risk associated with each hazard should be established. To gain this information an organisation should consider:

- What is the likelihood of such an event occurring?
- If this even did occur, what are the potential consequences?
- What is the estimated level of severity of those consequences for those involved?

Through analysing the risks to determine these three key factors, valuable insights are gained which are vital in informing appropriate risk mitigation strategies and initiatives.

▷ STEP 4: Risk mitigation and treatment

To successfully manage, minimise or eliminate the presenting hazards and associated risks, the organisation, needs to develop and implement suitable strategies and initiatives which effectively target these concerns.

Due to the diverse nature of work-related driving activities undertaken in the Taxi industry, the organisation may need to consider a range of strategies and initiatives. These should be directed not only at the driver and consequently driver behaviour, but also consider these strategies within the complexities of the driver's relationship to the vehicle, the road environment including conditions and circumstances, the organisational processes, policies, procedures, influences and people, and the legislation clearly applicable within the road setting.

▷ STEP 5: Risk monitoring

Due to the dynamic nature of the work driving activities undertaken within the Taxi industry, the organisation should actively and constantly monitor and review the implemented risk mitigation strategies and initiatives. This process is of particular importance as it allows organisations to:

- Evaluate the effectiveness of the implemented strategies in addressing the identified risks
- Provide an opportunity to identify other potential risks, and pre-emptively develop strategies and initiative to address these, before the risks impact the organisation

To ensure the implemented strategies and initiatives are effective in addressing presenting risks, it is important to ensure that these interventions are communicated to all organisational personnel involved and impacted.

Safety considerations applied to the taxi industry

The following section discusses some example hazards relevant to the taxi industry using the Occupation Light Vehicle Use Systems Model. The hazards discussed in this section should not be taken as a complete list of hazards applicable to the Taxi industry.

These example hazards have consistently been identified by prior research and will be used to demonstrate the risk management approach as applied using the Occupation Light Vehicle Use Systems Model.

As you work through this section, think about and note down hazards in your operation not covered in this section. To assist you in addressing the hazards in your operation, once you have identified the hazards try to follow the risk management approach process as illustrated in the practical application of the Occupation Light Vehicle Use Systems Model.



Level 1: Locus of injuries and fatalities (driver factors)

Hazard 1: Driver's fitness to work

Risk identification

Driving is a demanding task that requires effective working of visuospatial perception, insight, judgement, attention and concentration, reaction, memory, muscle power, coordination and vision (Austroads, 2016). Given these requirements, individuals working in the Taxi industry that may have impairments in these areas greatly reduce their ability to safely and efficiently execute the skills needed to complete their job tasks, and are at a higher risk of car crash involvement.

Some examples of conditions, which may affect a drivers ability to deliver a safe and efficient service include;

- Blackouts
- Cardiovascular disease
- Diabetes
- Alcohol and/or substance misuse/dependency
- Medication and/or misuse/dependency
- Sleep disorders
- Vision problems
- Neurological conditions such as epilepsy, dementia etc.
- Long term stress
- Poor diet
- Fatigue, tiredness

These medical conditions may occur persistently or episodically for individuals. Irrespective of the frequency of presentation, given the likely increase in crash involvement, the presence of these conditions requires risk management processes (Austroads, 2016).

Risk assessment and evaluation

LIKELIHOOD:

Research has indicated an increased chance of crash involvement for those who drive with a medical condition (Dabrth et al., 2014).

CONSEQUENCES:

The severity of consequences from a crash ranges from injury, permanent disability and potentially death. These outcomes are associated with high financial, operational but also social costs. In addition, drivers may be held liable by common law if they are aware of a health condition and it is not disclosed.

RISK LEVEL:

Universally, the likelihood of crash and consequences of driving with a medical condition is a risk to the driver, the operator and public safety in general. However, the risk level will be different for each operation and should be determined by the operation based on how the operation takes this hazard into consideration, for example whether a policy exists and how the hazard is managed.

Risk mitigation and treatment

There are a number of strategies and interventions that should be considered and may assist in managing the risks associated with this hazard.

These include but are not limited to:

- Reporting to the driver licensing authority any long-term or permanent injury or illness that may affect your ability to drive safely
- Adhere to prescribed medical treatment
- Comply with the requirements of a conditional licence as appropriate including periodic medical reviews
- Disclose to the organisation any conditions which require consideration or management (I think this is a bit repetitive as it is covered in the roles and responsibilities table below)
- Develop and implement a fit to drive "fit-to-work" checklist relevant to your operation to ensure a

standardised and acceptable measure of driver functioning (**Refer to Appendix 1**)

- Ensure fitness requirements are clearly and consistently communicated to promote safe work standards within your operation
- Not rely on a single screening test to evaluate the driver's fitness to work, i.e. the driver authorisation which requires a medical certificate
- Provide drivers with information and medical support resources to assist those individuals who are managing a condition (**Refer to Appendix 2**)

Risk monitoring

To continuously monitor the risks associated with driving, operators should undertake ongoing monitoring processes. To do this, operators should refer to the "Ask Yourself" section located at the end of this section.

These questions can be used by operators to reflect on their present safety processes and practices and identify areas for improvement and address potential concerns before they become a hazard for the drivers.

Roles and responsibilities:

To increase the effectiveness of risk management strategies, there are actions the operation can undertake to assist and support individual drivers. Similarly, the individual driver(s) are a major stakeholder group involved and are required to take actions to manage the risks associated with this hazard.



Hazard 2: Seat belt non-use

Risk identification

Prior to the changes in the regulation, taxi drivers did not have to wear a seatbelt when there was a passenger in the taxi. It is now a legal requirement for a driver to wear a seatbelt at all times when operating the vehicle.

While wearing a seat belt does not prevent crashes, it does reduce injury. Wearing a properly adjusted seat belt has been demonstrated to reduce the risk of fatal or serious injury by up to 50%. Unbelted drivers/passengers can potentially kill other vehicle occupants on impact. Studies have shown that drivers and front-seat passengers are 5 times greater risk of dying in a car crash if the rear passengers are not wearing seat belts, especially in the instance of head-on collisions (CARRS-Q, 2016). Therefore, ensuring seat belt use requires risk management processes.

Over-loading is an additional risk. A standard taxi is licensed to carry 4 passengers and will only have enough seat belts fitted including you.

Risk assessment and evaluation

LIKELIHOOD:

It is well established that unrestrained drivers and passengers are up to 8 times more likely to be killed in a road crash.

CONSEQUENCES:

The severity of consequences from a crash while unrestrained ranges from injury, permanent disability and potentially death. These outcomes are associated with high financial, operational and social costs. Additionally, should an accident occur while you are overloaded, the insurance would be null and void placing you not only in a challenging legal position but also a challenging financial one.

RISK LEVEL:

Universally, driving without a properly adjusted seatbelt is a risk to the driver, passenger(s) and public safety in general.

Risk mitigation and treatment

There are a number of strategies and interventions that should be considered and may assist in managing the risks associated with this hazard and include:

- Consider an education strategy to explain the importance of wearing a seatbelt at all times
- Get into the habit of wearing a properly adjusted seatbelt at all times
- Ensure occupants are appropriately restrained before moving
- Seatbelts will only work if they are fitted correctly; it should not be too tight or loose and positioned over the hips and shoulder; it should **not** touch the head or neck and should be adjusted so the buckle is at or below the hip
- Regularly inspect all the seatbelts in the car to ensure they are safe and serviceable, webbing should not be frayed, damaged or sun-bleached; belt should lie flat its entire length; the retracting mechanism should be tested
- Never be pressured to take more passengers than you are licensed for
- Purchase vehicles with an ANCAP safety rating of 4 or 5 stars and an advanced seatbelt reminder system.

Risk monitoring

Given this is a new legislative requirement the risk mitigation strategies will be different for each operation and should be determined by the operation based on how the operation takes this hazard into consideration.

Hazard 3: Driver distraction

Risk identification

A distraction occurs when the driver's attention is temporarily focussed on another task, object, event or person not related to driving. Not only does this divert the driver's attention from the driving task, it also impacts on safety critical measures such as stopping distances. There is evidence that in-vehicle distractions contribute to a quarter of vehicle crashes in Australia.

Some sources of driver distraction include:

- Navigation systems
- Email/internet/technology
- Entertainment system
- Loose or unrestrained object(s)
- Passengers
- Pedestrians
- Roadworks/construction activity
- Billboard/advertising material
- Other vehicles

One of the biggest sources of distraction is the use of mobile phones whilst driving. It increases the risk of a crash four-fold, regardless of whether a hands-free kit such as Bluetooth is used (CARRS-Q, 2017). This is because it results in the following distractions:

- **Physical distraction** – moving hands off the steering wheel to answer and end phone calls
- **Visual distraction** – eyes are diverted off the road to view buttons, read messages etc.
- **Cognitive distraction** – talking while on the phone causes the driver to divide their attention between driving tasks and conversation. It is well established that it is not possible to do both.

Another source of driver distraction is the driver's focus on passenger scanning and searching which may affect the driver's ability to concentrate on the road ahead.

All these risks associated with driver distraction above, highlights the need for a risk management processes.

Risk assessment and evaluation

LIKELIHOOD:

Driver distraction or inattention in the broader sense had been found to be a contributing factor in 78% of crashes and 65% of near crashes. Talking, listening and/or dialling a hand-held device accounted for 7% of crashes (CARRS-Q, 2017).

CONSEQUENCES:

Driver distraction has the potential to result in consequences for not only the driver of the vehicle but also to passengers and other road users, many of whom may be more vulnerable to extensive injury due to the nature of their form of transportation such as cyclists, pedestrians and motorcyclists. These consequences in regards to harm can range from minor injury to permanent disability or even fatalities. In addition, if an incident occurs as a result of distraction then there is the potential for financial, legal and social costs.

RISK LEVEL:

The risk level will be different for each operation and should be determined by the operation based on how the operation takes this hazard into consideration, whether a policy exists and how the hazard is managed for example.

Risk mitigation and treatment

Some strategies and interventions that may assist in managing the risks associated with this hazard and include:

To minimise distractions **while** scanning and searching for passengers, the driver should ensure that:

- They cruise whenever possible in the traffic lane closest to the kerb
- When hailed, maintain concentration on the road and on pulling into the kerb safely, and give enough warning of intention to stop to the other road users by indicating
- Avoid temptation to look at the hailing passenger rather than the road ahead.

To minimise distractions **before** commencing to drive, the driver should ensure that:

- Their seating position, seatbelt, head rest, internal and external mirrors, radio and air-conditioning controls and other vehicle controls are correctly adjusted
- Passengers, cargo and other objects are properly restrained
- The windscreen and other window glass are clean
- The satellite navigation device (GPS) is set up and operational
- The dispatch equipment is set up and operational
- Correct eyewear (e.g. sunglasses, prescription glasses or contact lenses) is worn
- Determine the passenger's destination and turn the meter on before pulling out
 - »» Check your rear and side mirror to ensure that it is safe to pull out
 - »» Indicate a right signal
 - »» Check the blind spot by checking over your shoulder
 - »» Accelerate smoothly to leave the curb

The driver will minimise distractions **while driving** by refraining from:

- Having a private phone conversation while fare paying passengers are on board
- Turning around or looking to the side to talk to passengers
- Turning their eyes from the road to look at roadside distractions
- Performing paperwork
- Operating/programming a GPS system and/or dispatch equipment
- Eating or drinking while driving
- Having loose objects on or under seats.

Risk monitoring

To continuously monitor the risks associated with driving, operators should undertake ongoing monitoring processes. To do this, operators should refer to the "Ask Yourself" section located at the end of this section.

These questions can be used by operators to reflect on their present safety processes and practices and identify areas for improvement and address potential concerns before they become a hazard for the drivers.

Hazard 4: Driver fatigue

Risk identification

When you have been awake for an extended period of time, a chemical called adenosine is produced telling your brain to go to sleep. You also have a 90-minute body clock that affects you when you are awake. If you are engaged in a strenuous activity, such as driving, you will feel very tired if you do not take a break for at least 30 minutes at least every 2 hours of driving (Yellow Cabs, 2014).

Driver fatigue is a term sometimes used to describe the experience of being sleepy or tired. Fatigue is not just a problem for drivers on long trips as any driver can suffer from fatigue even on short trips. The effect of fatigue is both a physical and mental experience and can severely impair judgment when driving. Driver fatigue can cause lapses in concentration that may prove fatal (TMR, 2017).

One of the main problems with fatigue is that it slowly develops and drivers do not realise they are too tired to drive safely (TMR, 2017). There are warning signs a driver may be fatigued and not capable of driving safely.

Another problem is that individuals are often not reliable judges of their level of fatigue. That is why it is also the responsibility of the booking entity and/or operator to identify the signs of fatigue and ensure a driver is prohibited from driving while their driving ability is impaired by fatigue.

In light of the risks associated with driver fatigue, it is clear there is a need for a risk management processes.

Activity 1

- Do you know the signs of driver fatigue?
- Try and list the warning signs of fatigue. Have a look at the end of this section to see how many you were able to identify.

Risk assessment and evaluation

LIKELIHOOD:

Fatigue is particularly dangerous because it can affect anyone, even very experienced drivers. Fatigue is

involved in up to 30% of fatal crashes and severe injuries (CARRS-Q, 2015).

CONSEQUENCES:

The severity of consequences from a crash ranges from injury, permanent disability and potentially death. These outcomes are associated with high financial, operational and social costs.

RISK LEVEL:

Prior research has shown the taxi industry in Queensland does have general fatigue management procedures however; fatigue was considered a considerable and ongoing risk within the industry, with drivers that drive taxis as a second income considered a high risk (Wishart et al., 2016). Universally, driving fatigued is a risk to the driver, passenger(s) and public safety in general.

Risk mitigation and treatment

For booking entity/operators the risk can be reduced by:

- Making scheduling and rostering a priority for driver(s)
 - »» Provision for realistic rosters with adequate rest breaks and some flexibility with the management of fatigue

(Refer to Appendix 3)

For driver(s) the risk can be reduced by:

- Not driving while tired and disclosing issues that may affect fatigue levels (**Refer to Appendix 4**)
- Stop on a regular basis, at the very least once every two hours or when you feel you need one to take a short break. The break can include walking around, doing some light exercise or some breathing exercises.
- Do not rely on quick fix 'stay awakes' such as double dose coffee, energy drinks or tablets
- Getting plenty of sleep between shifts
- Use the car's air conditioning to increase your comfort level
- Do not drive longer than 14 hours per shift
- Eat healthy food, avoid fatty or high calorie food and drinks
- Have regular health checks to ensure you do not have a sleeping disorder.



Risk monitoring

To continuously monitor the risks associated with driving, operators should undertake ongoing monitoring processes. To do this, operators should refer to the “Ask Yourself” section located at the end of this section.

These questions can be used by operators to reflect on their present safety processes and practices and identify areas for improvement and address potential concerns before they become a hazard for the drivers.

Roles and responsibilities

The new framework for Personalised Transport now places the responsibility of fatigue management on the entire chain of responsibility, which

includes the booking entity, operator and driver. It is acknowledged the Taxi industry has specific guidelines for managing the length of driving time/shifts of drivers and required rest breaks. Typically, the length of most taxi shifts is 12 hours, with a maximum of 16 hours in any 24-hour period. Generally, booking entities will lock out a taxi driver from obtaining further fares once they have completed 14 hours. However, previous research indicated some regional operators stated that the function that locks drivers out of the system after 16 hours is not necessarily in operation within their region (Wishart et al., 2016).

In relation to rest breaks, drivers should have an 8-hour break each 24-hour period and approximately half-hour breaks every 2-4 hours



Activity 1 – Answers to “Warning signs you might be suffering from fatigue”:

- Constant yawning
- Feeling tired or sleepy
- Poor concentration
- Having slower reaction time, for example doing 80kph in a 60kph zone you would have the same reaction time of someone with a blood alcohol content of 0.15
- Heavy or sore eyes with dim or fuzzy vision
- Having trouble keeping your head up or eyes open, sometimes drifting into micro sleeps (brief episode of sleep that can last a few seconds)
- Humming sound in your ears
- Muscle stiffness or cramps
- Changes in your driving speed - either driving too fast or too slow
- Reduced steering control, the vehicle tends to wander in the lane
- Feeling bored, irritable, restless, frustrated and impatient
- Wandering or disconnected thoughts that may include daydreaming
- No recollection of the last few kilometres travelled.



Hazard 5: Passengers

Risk identification

Interestingly, research conducted in New South Wales has shown that the risk of being involved in a crash increased when taxi drivers were not carrying a passenger (Lam, 2004). It has been suggested that taxi drivers tend to be more cautious in their driving when carrying passengers and further, that there might be financial ramifications for the driver if a passenger were injured during a taxi journey.

In addition, it was suggested that drivers might respond to the call to collect a new passenger by rushing to get the fare and in doing so, may speed and/or drive in a risky manner, increasing crash risk.

Caution should also be considered for the potential risk associated with passengers alighting from taxis into oncoming traffic, particularly when passengers traveling in taxis may be in a hurry to arrive at their destination.

Another key risk for taxi drivers is the instance of fare evaders or 'runners'. A review of the limited taxi company vehicle incident/crash data revealed a high proportion of claims for incidents relating to taxi drivers pursuing fare evaders/runners that resulted in serious injury of the passenger.

Further, passengers who are in a hurry contribute to a driving hazard. If they indicate they are late for a flight or an appointment this may increase the risk of a crash. Remember not only will you the driver be required to pay the fine and lose points, you will also put yourself, the passenger and other road users at risk of a serious accident when you speed or take unnecessary risks.

Risk assessment and evaluation

LIKELIHOOD:

The taxi industry is all about providing transportation and mobility for passengers therefore there could be a high likelihood of injury to passengers particularly if identified risks are not well managed and strategies implemented.

CONSEQUENCES:

Drivers have been injured and assaulted chasing fare evaders. On the other hand, if a fare evader is injured in the process of you chasing them, your legal situation can become ambiguous.

RISK LEVEL:

Similarly, to a high level of likelihood of injury, the risk level could be considered high due to the high level of exposure resulting from the number of passengers transported around Queensland in taxis annually.

Risk mitigation and treatment

Fare evader or runner risk can be reduced by:

- Having a clear policy and procedure in place in your operation to mitigate the incidence of fare evaders **(Refer to Appendix 5)**
- Driver(s) thinking very carefully before taking any action like pursuing a fare evader given the ambiguous legal implications they might find themselves in when they do
- Make use of a Fare Evader Report **(Refer to Appendix 6)**

Passengers in a hurry risks can be reduced by:

- Never speed or take risks to meet the customer's needs.

Risk monitoring

To continuously monitor the risks associated with driving, operators should undertake ongoing monitoring processes. To do this, operators should refer to the "Ask Yourself" section located at the end of this section.

These questions can be used by operators to reflect on their present safety processes and practices and identify areas for improvement and address potential concerns before they become a hazard for the drivers.

Level 2: Immediate physical environment (Vehicle factors)

Hazard 1: Vehicle itself

Risk identification

Vehicle safety and maintenance are all relevant issues under WH&S legislation. Employers are required to provide a safe place to work and vehicles are workplaces for Taxi drivers. While the majority of taxis are kept in good order and clean both inside and outside, prior research indicated that some taxi vehicles contained items that in the event of a vehicle crash may become a missile hazard, potentially causing more serious injuries (Wishart et al., 2016).

Vehicle maintenance and records of vehicle maintenance are also required under WH&S legislation. In the taxi industry many of the procedures vary between companies and/or operators for example, some companies require the completed checklists to be returned prior to a shift commencing, while for other operators/companies the checklist is a process included on the driver's timesheet/daily shift checklist and is returned at the end of a shift.

Risk assessment and evaluation

LIKELIHOOD:

It could be considered that there is a low likelihood of a vehicle related incident due to lack of maintenance particularly considering the legislative requirements associated with taxi mechanical maintenance. However, there is the potential for more likelihood of mechanical failure in older vehicles and of an incident occurring if loose items are incorrectly stored within a cabin or boot.

CONSEQUENCES:

While the consequences of an incident due to mechanical failure can result in fatalities, due to sound maintenance procedures this is less likely. However, if loose items are stored incorrectly consequences for injury can also be severe.

RISK LEVEL:

The risk of an incident associated with the vehicle itself could be considered low due to good maintenance procedures, high safety ratings in vehicles used as taxis and the turnover of vehicles associated with procurement processes.

»» Risk mitigation and treatment Risks can be reduced by:

- Ensuring there are no loose items in the vehicle
- Documenting and recording all vehicle repairs, routine maintenance and inspections.

Risk monitoring

To continuously monitor the risks associated with driving, operators should undertake ongoing monitoring processes. To do this, operators should refer to the "Ask Yourself" section located at the end of this section.

These questions can be used by operators to reflect on their present safety processes and practices and identify areas for improvement and address potential concerns before they become a hazard for the drivers.

Hazard 2: Reversing

Risk identification

Reversing is a considerable risk to driving safety and a factor in a high proportion of taxi vehicle incidents (Wishart et al., 2016). This is mainly due to the area of operations or locations where taxi vehicles tend to be in close proximity to members of the public including children. A review of the limited taxi company vehicle incident/crash data revealed a high proportion of low speed manoeuvring and especially reversing type incidents. A reversing incident that results in more serious outcomes, such as reversing over a child or a member of the public will increase the propensity for adverse publicity and legal issues in the industry.

An over-reliance on reversing cameras as the major or only safety risk control to reduce reversing incidents is also a considerable risk. Although reversing cameras fitted to vehicles are of assistance for drivers in performing reversing in a safer manner, previous research has indicated that many staff failed to use them for a number of reasons. Firstly, some cameras have limitations associated with visibility in certain conditions. For example, some cameras demonstrated a lack of screen clarity. In other instances, cameras have limitations when reversing in the direction of the sun or at night around locations where there are bright lights. Secondly, many drivers noted inexperience as an issue when using cameras whilst reversing.

Risk assessment and evaluation

LIKELIHOOD:

A high proportion of taxi vehicle incidents can be attributed to low speed manoeuvring and reversing (Wishart et al., 2016).

CONSEQUENCES:

The severity of consequences depends on what is struck in a reversing incident.

RISK LEVEL:

Most reversing incidents result in minor damage and is subsequently considered by many taxi staff and drivers as a relatively low safety risk. However, the degree of severity would be very different if a child or other member of the public was reversed over instead of reversing into a post.

Risk mitigation and treatment

In relation to low speed manoeuvring and reversing incidents, there are a number of alternative intervention strategies or initiatives that could be utilised, especially for sole operators such as taxi drivers.

For example, when 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. It takes only 6-8 seconds more to walk around the rear of a vehicle compared to entering the vehicle from the front; and
- When operating in areas where children may be present, including residential areas, schools and shopping centres, taxi drivers should take extra precautions. Where possible drivers should ensure any children present, are in full view and/or are controlled/restrained by parents before reversing or leaving.

Risk monitoring

To continuously monitor the risks associated with driving, operators should undertake ongoing monitoring processes. To do this, operators should refer to the "Ask Yourself" section located at the end of this section.

These questions can be used by operators to reflect on their present safety processes and practices and identify areas for improvement and address potential concerns before they become a hazard for the drivers.

Level 3: External work environment (Road factors)

Hazard 1: Pedestrians

Risk identification

Taxi crashes are more likely to involve hitting a pedestrian than non-taxi crashes, however, in these cases pedestrians were more likely to be at fault than the taxi driver (Wishart et al., 2016). Despite this finding, it is still important to recognize and avoid the potential hazard of hitting pedestrians by identifying the key risks.

Some of the key risks that have led to pedestrian strikes include speeding drivers, an obstructed view, for example a car hidden behind another car (following too closely) and changing lanes suddenly. The faster you drive, the less chance you have to stop in time and the harder you will hit a pedestrian. By doubling your speed, the total stopping distance can increase up to 4 times.

Another key risk is patrons of nightclubs, entertainment/safe night out precincts, hotels and major sporting events who may have alcohol or other substances affecting their judgment.

Risk assessment and evaluation

LIKELIHOOD:

Pedestrian accidents accounts for a 6.5% increase in road deaths from 2016 to 2017 in Queensland (TMR, 2017)

CONSEQUENCES:

Research suggests the chance of survival for a pedestrian is less than 1% at an impact speed of more than 60km/h, 27% chance of survival if the impact speed is between 45-50 km/h. There is an 87% chance of survival at an impact speed of 30-45 km/h with severe injuries. This clearly highlights the severity of consequences will depend on the driving speed.

RISK LEVEL:

Not only is the risk level dependent on the speed travelled, the risk level also increases depending on the type of pedestrian. The most "at risk" groups of pedestrians are children, the elderly and intoxicated people.

Risk mitigation and treatment

Risks can be reduced by:

- Slow down when approaching pedestrian crossings
- Approach pedestrian crossings with care, always expect that someone will cross them
- Give adequate warning to other road users of your intention to slow down and check your rear vision mirror before braking
- Travel at a speed allowing you to stop safely at a pedestrian crossing if needed
- If you see another vehicle or bicycle stop, slow down near a pedestrian crossing
- 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
- Be extra vigilant and reduce your speed around entertainment/safe night out precincts.

Risk monitoring

To continuously monitor the risks associated with driving, operators should undertake ongoing monitoring processes. To do this, operators should refer to the "Ask Yourself" section located at the end of this section.

These questions can be used by operators to reflect on their present safety processes and practices and identify areas for improvement and address potential concerns before they become a hazard for the drivers.



Hazard 2: Flooded roads

Risk identification

While Queensland is known for sunny weather conditions, short or long rain periods can affect driving conditions and may result in road closures due to floodwater or swift flowing water. Flooding or swift flowing water can be caused by sudden torrential rain, a prolonged rain event, flood plain flow, high tides and storm surges and is highly unpredictable (TMR, 2016). Any damage to the road surface by the floodwaters will not be visible and can pose a real danger. Also, the water itself can be dangerous as it can contain large debris, sharp objects, poisons, sewerage or crocodiles and snakes.

It is important to note that any amount of water can float a vehicle away. If your car starts floating, and the rising water enters your car it will disable electronic windows and locks and stall your engine (TMR, 2016).

Risk assessment and evaluation

LIKELIHOOD:

Despite 82% of Queensland drivers being able to recall the “if it is flooded, forget it” message, 29% of drivers have admitted risking driving through flooded waters (TMR, 2016)

CONSEQUENCES:

The most common consequence is that a vehicle can stall and be swept off the road by the force of the water flow.

RISK LEVEL:

Depth and speed of water flow are not known just by visual inspection making entering or driving through floodwater extremely dangerous. The risk level increases depending on the types of decisions a driver makes when approaching a road with?

Risk mitigation and treatment

Risks can be reduced by:

- Familiarise yourself with your localised flood/ flash flood mapping
- Checking weather reports and forecasts before your shift to determine if you need to make alternative travel routes
- Do not expect that every road subject to flooding will have a sign to warn you
- If a sign stipulates a road is closed, do not drive through
- Never drive through flood waters even if the car in front made it through or there is not a flooded road warning sign

Risk monitoring

To continuously monitor the risks associated with driving, operators should undertake ongoing monitoring processes. To do this, operators should refer to the “Ask Yourself” section located at the end of this section.

These questions can be used by operators to reflect on their present safety processes and practices and identify areas for improvement and address potential concerns before they become a hazard for the drivers.

Level 4: Organisational environment (Work and job design factors)

Hazard 1: Organisational vehicle safety processes

Risk identification

Under WH&S legislation, employers are required to provide a safe place to work. Vehicles are workplaces for Taxi drivers.

When selecting vehicles, the safety features within the vehicles are required to be considered, for example, seatbelts, anti-lock brakes (ABS) and airbags, etc. The National Road Safety Strategy 2011-2020 estimates a 26% reduction in Australia's road trauma rate involving light passenger vehicles could be achieved, if every Australian drove the safest car in its category. It further estimates a reduction of 40% should each vehicle incorporate the safest design elements for its class (Australian Transport Council. 2015). These design elements include autonomous emergency braking, lane departure warning and intelligent speed activity systems. Prior research indicated most taxi vehicles are regularly replaced (Wishart et al., 2016).

Risk assessment and evaluation

LIKELIHOOD:

The taxi industry has a high volume of turnover of taxis due to the vast kilometres travelled and legislation relating to well maintained vehicles. Consequently, taxis are more likely to be fitted with the latest safety technology. However, taxis also operate for extended periods of time, which can increase the likelihood of a crash.

CONSEQUENCES:

Research has well documented compelling evidence attesting to the reduction in consequences associated with injury in the event of a crash in vehicles fitted with the latest safety technology. Late model vehicles used as taxis can therefore reduce the consequences of injury in the event of a crash.

RISK LEVEL:

The risk of serious injury and fatalities associated with the vehicle factors could be considered low due to latest in vehicle safety technology. However, the risk level could be considerably higher if through poor job design, other factors increase potential risk.

Risk mitigation and treatment

Risks can be reduced by:

- Considering the safety features and accessories that are a priority given the operational requirements of the vehicle
- Ensuring that the level of crash protection provided for the occupants is assessed over and above ANCAP crash test rating of 4 or 5 for passenger vehicles
- Confirming driver visibility to the sides and rear of the vehicle

Risk monitoring

To continuously monitor the risks associated with driving, operators should undertake ongoing monitoring processes. To do this, operators should refer to the "Ask Yourself" section located at the end of this section.

These questions can be used by operators to reflect on their present safety processes and practices and identify areas for improvement and address potential concerns before they become a hazard for the drivers.

Level 5: Policy environment (local, national and policy factors)

Hazard 1: Post incident reporting

Risk identification

Crash/incident reporting has a dual role; it is not only a legislative requirement, but also a way to identify specific issues and contributing factors of crashes/incidents. Similarly to many other organisational settings, the majority of crash reporting and recording procedures within the taxi industry in Queensland could be substantially improved to enable the organisation to make better use of this valuable information to establish trends, especially in regard to potential contributing factors.

Knowledge of these potential additional contributing factors of incidents may further inform the development of targeted intervention strategies and training initiatives.

Activity 2

- Do you know what is considered an incident?
- Try and list what is considered an incident. Have a look at the end of this section to see how many you were able to identify.

Risk assessment and evaluation

LIKELIHOOD:

Previous research has shown that taxis have a higher likelihood of crashes, therefore all stakeholders should be familiar with a post incident reporting procedure and process. Although a more thorough reporting process may demonstrate higher crash occurrences due to a reduction in non-reporting of crashes, there are a range of benefits associated with the reduction of likelihood of crashes through learnings that can be obtained from information collected.

CONSEQUENCES:

Crash investigations may provide valuable data for development of intervention strategies to improve safety and prevent similar incidents occurring in the future. All crashes/incidents should be investigated, at some level, to ensure all details relevant to contributing factors are ascertained. The degree or level of investigation may depend on the seriousness of the crash/incident.

RISK LEVEL:

Unfortunately, the nature of vehicle-related incidents is that although some incidents result in minor damage, under different circumstances the result could be catastrophic. Discussion with a manager/operator may be suitable for low-level crashes/incidents while full investigations should be undertaken for more serious incidents. The taxi company/operator ideally should have a process to identify the level of the seriousness of a crash and subsequent crash investigation.

Risk mitigation and treatment

Risks can be reduced by:

- Consider an investigation of some degree for all vehicle-related incidents determining potential severity and contributing factors. Ideally, the investigation process should aim to identify contributing factors of incidents and potential risk controls.
- To have appropriately trained road safety practitioners be considered to join any taxi industry investigation team to provide expert input into all serious vehicle crash investigations undertaken.
- Equipping drivers to be able to manage an emergency situation (e.g. have emergency equipment such as spare tyres, first aid kits, emergency contact numbers and communication devices).
- Include all information outlining the process and incident reporting procedure contained within the glove box of each taxi vehicle. These documents should also be part of the daily pre-shift (pre-start) checks to ensure the information is available across all taxi shifts.



Scenario

You have just logged on at 7am and arrive at your rank. You arrive and find two passengers have been waiting a while for a taxi. One of the passengers tells you they would like you to drive them to the local pub to pick up their car. As you

approach an intersection, you have a green light. A four-wheel drive on your left, runs the red light and smashes into the front guard of your taxi.

Your taxi's communications are working but the taxi is not driveable.

Activity 3

Imagine you are the taxi driver in this scenario. Complete the following questions and review your answers with those given at the end of this section.

1. What is the first thing you should do in this incident?
2. What is the next thing you should do in this incident?
3. What should you do next if your radio is not working?
4. If injuries have occurred, what should you do next?
5. When must police be called?
6. If police are not required at the scene, what should you do?
7. When should your Incident Management Report Form be completed? Be precise with the period of time.
8. Who should you give the incident report to when you have completed it?
9. What details do you think is required in the recording of any insurance claim? Please list them all.

Activity 2 – Answers to “What is considered an incident?”

1. Road traffic crashes
2. Injury to any person involving you or the taxi you are driving
3. Damage to the vehicle or property
4. Theft or loss of property
5. Assault, physical or verbal
6. Any event you think may meet the criteria of this definition

Activity 3 – Answers to “What to do in the incident scenario?”

Question 1: What is the first thing you should do in this incident?

Answer: Remain calm and do not panic! People’s lives could depend on it.

Question 2: What is the next thing you should do in this incident?

Answer: Notify the Query Operator immediately. The details will be recorded in an incident book.

Question 3: What should you do next if your radio is not working?

Answer: Use your mobile to contact your base and ask for the shift supervisor. Inform them of the accident.

Question 4: If injuries have occurred, what should you do next?

Answer: Dial (000) immediately and request Ambulance and Police and give assistance to any injured persons.

Question 5: When must police be called?

Answer: When anyone is killed or injured. When there is damage to property other than vehicles involved and damage to the combined vehicles in excess for \$2,500.00.

Question 6: If police are not required at the scene, what should you do?

Answer: You should report the incident immediately?

Question 7: When should your Incident Management Report Form be completed?

Answer: To be completed 24 hours after the incident.

Question 8: Who should you give the incident report to when you have completed it?

Answer: The owner of the taxi you are driving/ the manager of the booking entity/operator.

Question 9: What details do you think is required in the recording of any insurance claim? Please list them all.

Answer:

- Name and address of any witnesses (including passengers you may have in the taxi)
- Name and address of drivers, and names and addresses of the registered owners of the vehicles
- Damage to vehicles
- Names and Service Numbers of any Police officers who attended the accident
- Details of insurers of other vehicles involved
- Any other relevant details relating to the accident.

