

Accredited Taxi Operators - Duties of Operators and Drivers

The duties of accredited taxi operators and drivers are set out in r10F, 10G and 10H of the [Passenger Transport Services Regulations 2013](#) (the Regulations).

An accredited operator of a taxi service must ensure that:

- they do not behave in a way that causes or encourages another person to fail to comply with any duty in relation to the service
- drivers are informed of and comply with their legal duties

Taximeters -

- the taxi is fitted with a taximeter that calculates and displays the correct fares for the taxi
- the taximeter has undergone a remote electronic update or if applicable, has been sealed by an authorised meter adjuster with a tamper proof seal

Taxi security cameras -

- if the taxi is fitted with a security camera, that the security camera is fully operational

Taxi fare label -

- that the taxi is displaying a fare label.

A taxi driver must ensure that they:

DO

- hold an ancillary certificate
- ensure any required sign, symbol, label or notice is displayed in or on the taxi as required
- only stand for hire in a taxi zone in the taxi area specified on the taxi licence
- if required, help a passenger to enter or exit the taxi, including a passenger who is reliant on a wheelchair or other mobility aid
- either commence or conclude, or commence and conclude, a hiring within the taxi area specified on the taxi licence
- stand the taxi in the foremost vacant space in a taxi zone

- accept a hiring while the taxi is in a taxi zone:
 - » whether or not the taxi is at the foremost space within that zone
 - » if the taxi is a wheelchair-accessible taxi, whether or not the passenger has a wheelchair
- that a security camera is fully operational.
- start the taximeter at the commencement of the hiring period and not before
- stop the taximeter or hold the reading constant, at the conclusion of the hiring period
- ensure that a wheelchair carried in a wheelchair-accessible taxi is restrained in the wheelchair restraint assembly installed in the taxi
- travel by either the route nominated by the passenger or, if no route is nominated, the most direct route that may reasonably be used from the point at which the taxi was hired to the destination stated by the passenger
- stop the taximeter for any period during travel during which the taxi is delayed because of any of the following causes:
 - » a lack of fuel for the taxi
 - » the taxi breaks down
 - » the taxi is involved in an accident
 - » a bridge is closed, if the closure was publicly notified in a newspaper before the hiring period
 - » the directions or actions of a police officer who is investigating the commission or possible commission of an offence involving the driver or the taxi
 - » an event that the driver, with reasonable foresight, could have prevented or avoided.
- reset the taximeter at the conclusion of the hire period.

DON'T

- discriminate against a person with a disability who has an assistance animal by refusing to transport the assistance animal
- leave a taxi unattended in a taxi zone without reasonable grounds for doing so
- prevent another taxi from leaving a taxi zone
- tell a person that they must hire the taxi standing in the foremost space within the taxi zone
- advise a person that a wheelchair-accessible taxi is not able to be hired without a wheelchair passenger
- permit a person to ride in or on the taxi without the consent of the hirer of the taxi
- operate a taxi while the taximeter is operating on the incorrect tariff
- charge a passenger more than the fare displayed on the taximeter.

A taxi driver may refuse to accept a hiring if either:

- the driver has reasonable grounds for believing that either
 - » the intending hirer would not be able to pay for the hiring
 - » the intending hirer or another passenger represents a real or potential threat to the driver's physical safety or to the safe operation of the taxi; or
- the taxi is unable to transport, appropriately and safely either:
 - » a proposed passenger
 - » a proposed item.

ENQUIRIES

Email operator.accreditation@stategrowth.tas.gov.au

Phone 1300 135 513