



## Transport Access Scheme (TAS)

### Manual Dockets for Taxi Subsidy

There has been an increase in TAS members attending Service Tasmania requesting refunds of the TAS taxi subsidy. Taxi drivers have allegedly advised members that:

- their taxi smartcard is not working, or
- the Cabcharge payment terminal is faulty.

All taxis should carry a booklet of Manual Dockets. Drivers must process every TAS fare electronically except where:

- the Cabcharge payment system is down
- the Cabcharge payment terminal equipment is faulty, and/or
- the taxi is not equipped with a Cabcharge payment terminal.

Drivers **must not** use Manual Dockets when a member's taxi smartcard has been rejected by the payment terminal. If a member's taxi smartcard is rejected, the member must pay the full fare.

Drivers are **not** to instruct the TAS member to pay the full fare and take a copy of their receipt to Service Tasmania for a refund if:

- the payment terminal is down or faulty, or
- you believe the member's taxi smartcard is damaged or faulty.

A manual docket should be completed so that the member receives the subsidy at the time of travel. Service Tasmania is not able to process over the counter refunds to TAS members.

For Cabcharge to be able to process manual dockets drivers must complete all details on the docket.

Details include:

- the client's name
- entire smartcard number, and
- expiry date of smartcard.

The member must pay the full fare and contact Passenger Transport if their smartcard is rejected.

## Taxi security camera systems

### Driver training and responsibilities

You must make sure that your drivers understand how to use the security cameras installed in your taxis. It is your responsibility to either provide training to your drivers or check that they have received training.

You can either train your drivers yourself, or training can be delivered by the installer or supplier of the security camera system.

You must be satisfied that your drivers are competent in the operation of the security camera system installed in your taxis.

Drivers must assist Tasmania Police in accessing security camera footage if required to be downloaded.

## New Security Camera Approved

Recently a new taxi security camera system has been approved for use in Tasmanian taxis. You can now use the OiiiCam system manufactured by Net-Cabs Pty Ltd. Pitt Communications are authorised to install the OiiiCam System.

Security camera systems are installed for your protection as well as any drivers you engage to provide your service. Taxi security cameras are mandatory in some taxi areas to assist police.

Find more information about the approved security camera systems and who can install them [online](#).

## Taxi areas

The Department of State Growth has published a map of the taxi areas across Tasmania to assist you and your drivers. The map can be found [online](#).

You can use this tool to make sure that any trips you accept comply with the law about taxi areas.

Drivers must be aware that they cannot provide a trip wholly outside of your taxi area.

## Taxi licences

You must be recorded as the Responsible Operator of a taxi licence on the Register of Licences to provide your taxi service.

You can operate a taxi service by either:

- owning a perpetual taxi licence
- leasing a perpetual taxi licence
- owning an owner operator taxi licence, or
- owning a wheelchair accessible taxi licence.

To be recorded as the Responsible Operator of a licence you must let the Transport Commission know. Forms to notify the Commission are available [online](#).

## Complaints

The Regulations Team accepts complaints about breaches of taxi regulations or other regulatory frameworks by another operator.

You can provide details of an incident by emailing [operator.accreditation@stategrowth.tas.gov.au](mailto:operator.accreditation@stategrowth.tas.gov.au). Include details of the incident including:

- date
- time
- place
- details of the driver
- details of the vehicle, and/or
- photo of the vehicle if accessible to you.

The Team will assess any complaint you make. The assessment will determine any action required by looking at the safety risk to the Tasmanian community.

## COVID-19

To keep up to date with the latest information and advice go to [coronavirus.tas.gov.au](https://coronavirus.tas.gov.au).

## Regulations and Concessions Unit

Contact us by e-mail at [operator.accreditation@stategrowth.tas.gov.au](mailto:operator.accreditation@stategrowth.tas.gov.au)