

# A Safer Workplace

## DRIVER SAFETY

Complete this check list before the start of each shift to reduce any risks in your workplace:

- All personal items are out of sight.
- Recording and safety equipment turned on and working.
- Minimise how much cash you are holding within the vehicle.

During your shift:

- Remain friendly and calm with all passengers.
- Avoid dark alley ways and back roads.
- Promote non-cash payments.
- Be aware of your surroundings.
- Get detailed instructions of where your passenger wants you to go.

Your safety is your number one priority – if a situation does not feel safe, you have the right to refuse any passengers.



For further information please visit [www.police.sa.gov.au/your-safety/crime-prevention-and-security/safety-and-security-tips](http://www.police.sa.gov.au/your-safety/crime-prevention-and-security/safety-and-security-tips) or contact your local police station.

Keep this pamphlet somewhere safe in your taxi where it can be easily accessed as a quick guide to regularly remind yourself of what you can do to stay safe.

Taxi drivers play an important role in the public transport system providing a safe and reliable transport option, particularly during the late night and early morning hours. But it is vital that, as a driver, you remember there are potential dangers.

YOUR safety is your first priority.



**SOUTH AUSTRALIA POLICE**  
KEEPING SA SAFE



**Government**  
of South Australia

## Know the risks

As a taxi driver, you may face risks because you:

- work alone
- work at night
- work long shifts
- have cash on hand
- always deal with strangers
- often deal with intoxicated customers.

## Reduce the risks

**Keep all personal items out of sight including phone, wallet/purse and personal cash. If your phone requires charging, avoid placing it in the centre console.**

**Interact with your passengers.** Always greet passengers at the start of the trip and make eye contact throughout the journey. Being friendly and caring towards your passengers makes it more difficult for them to treat you with disrespect.

When faced with an angry passenger, **stay calm and speak clearly in brief sentences.** Remaining calm in these situations may encourage the passenger to calm down.

If you are hailed, **stop your taxi a short distance past the passenger(s)** so you can assess the situation. If the passenger(s) is behaving erratically when walking towards the taxi or you feel unsafe, you have time to drive off.

**Avoid alleys and back lanes,** this may cause you to be isolated and therefore an easy target for unwanted behaviour.

You have the right to refuse to take passengers or terminate a hiring if they are violent, misbehaving or offensive.

**Be alert and aware of your surroundings and the passengers' behaviour.** Always know what your location is so that if they start acting suspiciously, you will be able to contact your operator and notify them of your location and situation.

**Do not threaten attackers or someone refusing to pay.** If you are threatened, remain calm and cooperate with the person's demands. Nothing in your taxi is worth risking your life for. If a person is refusing to pay or won't get out, drive to the closest 24-hour police station. If they run off or into a house, call for police assistance.

## Check your equipment

Check that all of your equipment (CCTV/GPS/radio) is working to avoid any issues in the case of an emergency.

## Avoiding a robbery

Always lock your taxi, particularly when you are not inside the vehicle.

- **Never carry large cash amounts.** Deposit cash in well-lit ATMs.
- When passengers are paying for their fare **only expose your float;** keep other takings out of sight.
- **Play poor.** If a passenger asks how your day has been, always reply with 'it's been a little slow today' or 'I've only just started'. Most passengers are being friendly; however some might be trying to determine whether you have money to steal.
- Always **promote non-cash payments.** If passengers ask you to change a large note (\$100) explain that you only have a small amount of change but they can pay with eftpos, credit cards or taxi vouchers.
- **Don't wear expensive looking jewellery.** It may make you a target for robbery.
- **Keep all personal items out of sight.** Do not keep your wallet, phone or other easy to take items where a passenger can see or reach and steal them.



## What to do after an incident

If you experience an emergency and/or life threatening situation, you should:

- Remain calm. Follow any instructions you are given.
- Activate your security alarm.
- Observe the suspect and your surroundings.
- Stay in your car until the suspect has left.
- Call 000 immediately if you are hurt or 131 444 if you need police assistance.
- Attend the nearest police station to report the incident if police are not required at the location where it happened.
- Always tell your operator of the incident and follow your company's procedures.

Dial 000 in an emergency or 131 444 for police assistance.

Make sure that any footage or audio of the incident is secured and made available to police.

Straight after the incident, if you are able to, write down what happened and try to include:

- the date and time it happened
- the location
- how it happened – details of incident
- what condition you are in (if you have been assaulted)
- who you reported it to
- what the person/people look like.