

COVID-19 Compliance Monitoring

Passenger transport

The *Emergency Management (COVID-19 Requirements) (Consolidated Measures) Direction 2022* sets out the requirements for passenger transport services. These requirements aim to help keep South Australia safe from COVID-19.

Do I need to wear a mask on passenger transport services?

Yes, masks must be worn on all passenger transport services by passengers and drivers. While the Major Emergency Declaration has ended, these mandatory mask rules are continuing under the [South Australian Public Health Act 2011](#) and [Emergency Management \(COVID-19 Requirements\) \(Consolidated Measures\) Direction 2022](#).

The mask must cover your nose and mouth.

A passenger transport service includes:

- > taxis
- > rideshare
- > trains
- > trams
- > buses
- > chauffeur
- > other hire or charter vehicle arrangements.

There are circumstances where it might not be possible for a driver or passenger to wear a face mask such as a [medical exemption](#). This includes:

- > people who may have a physical or mental health illness or condition, or disability, which makes wearing a face covering unsuitable, including persons with obstructed breathing, a serious skin condition of the face, an intellectual disability, a mental health condition or persons who have experienced trauma.
- > people communicating with those who are deaf or hard of hearing and visibility of the mouth is essential for communication.
- > people who wear hearing aids of a style that makes wearing masks difficult and where an alternative style of mask (with ties rather than ear loops) is not available.
- > when consuming food, drink or medicine.
- > where removal of the mask is lawfully required for identification purposes.
- > children under 12 years of age.
- > people required to wear other face coverings or protective equipment, such as a dust respirator mask, this counts as wearing a mask.

In this situation, the individual must show evidence of a relevant medical condition (such as a medical certificate) if requested by an Emergency Officer from SA Health.

Please be respectful to others as reasons for not wearing a mask are not always obvious.

Can a driver ask a passenger to wear a mask?

When a passenger enters a passenger transport service without a mask on, a driver **may refuse** service to that passenger if they do not have a medical exemption or another acceptable reason to not

wear a mask. It is recommended that drivers discuss mask wearing requirements with their passenger(s) before the fare starts.

A driver will not be penalised for refusing service if a passenger is not wearing a mask and does not have an acceptable reason to not wear a mask.

If there is poor compliance, the driver or member of the public should contact SA Health and complete the [online reporting form](#) to report the breach of the COVID-19 Directions. Failing to follow the Emergency Management Directions is an offence.

If the driver has safety concerns, they should contact South Australia Police on 131 444 to report the incident. Please note that drivers will not be held responsible if a passenger is not wearing a mask.

What powers do SA Health's COVID Compliance Officers have?

SA Health's Compliance Officers are Emergency Officers under the Public Health Act and they have a range of powers which they can use or issue during the course of their duties.

For example, they can issue a verbal or written direction to an individual to stop working or cease operating a motor vehicle. An officer can also ask that you provide your personal information, and you are lawfully required to provide those details.

Failure to follow either a direction, refusing or failing to answer a question, or providing false or misleading information, is considered an offence under the Act and could result in a fine or prosecution.

Can I be issued a fine for non-compliance?

SA Health takes an educational approach to COVID-19 compliance, to encourage and support the understanding of the COVID requirements that help keep our community safe.

However, SA Health Authorised Officers will regularly be monitoring compliance in the community and may issue fines for breaches of the *Emergency Management (COVID-19 Requirements) (Consolidated Measures) Direction 2022*, which range from \$1,000 for individuals and \$5,000 for body corporates.

Drivers will not be fined for passengers who are not wearing a mask. But a driver who doesn't wear a mask or have an exemption could be fined.

How will I know if it is a legitimate emergency officer?

SA Health's Emergency Officers are required to carry identification while performing COVID-19 compliance activities. You can ask to see this ID card at any time during your interaction with an Emergency Officer.

What other COVID safe practices should a passenger transport service consider?

Where possible, drivers should try and achieve 1.5 metres physical distancing. However, in a taxi or rideshare full of passengers, this is virtually impossible to achieve. In this instance, drivers would not be fined or prosecuted for breaching this rule.

Other COVID safe practices include:

- > wiping high touch surfaces regularly
- > keeping a window slightly open for fresh air circulation.
- > encouraging passengers to sit in the rear of the vehicle
- > getting a RAT test or PCR test immediately if they have any COVID symptoms.

Who can I contact if I have a question?

- > Email Health.COVIDCompliance@sa.gov.au
- > Call the SA COVID-19 Information Line on 1800 253 787
- > Visit www.sa.gov.au/COVIDcompliance
- > More information on face masks www.sahealth.sa.gov.au/COVIDmasks

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Please check the *Emergency Management (Activities) (COVID-19) Direction* for any changes to the Direction.
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