

# TAXI TALK

VOICE OF THE TAXI INDUSTRY

September 2015

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## August Competition Winners

H. Singh, G. Abbott, M. Harris  
Congratulations to all winners

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# EDITOR'S DESK



Last month *Taxi Talk magazine* was contacted by David Samuel, Victorian Taxi Association CEO, who advised that after 46 years of affiliation, the VTA is discontinuing its association with Trade Promotions Pty Ltd (publishers of *Taxi Talk magazine*) – ceasing their participation in and contribution to *Taxi Talk magazine*, effective now.

But rest assured that *Taxi Talk magazine – Voice of the Taxi Industry™*, is not phased by this.

*Taxi Talk magazine – Voice of the Taxi Industry™* was founded in 1966 and has been reporting on taxi industry news within Victoria and around the world for over 49 years. We produce more pages, more often than any other taxi magazine in Australia. It is read by taxi drivers, owners, operators and interested industry personnel, in Victoria, interstate and internationally.

*Taxi Talk magazine – Voice of the Taxi Industry™* will continue to be published monthly, continue to contain articles relating to varying areas of the Victorian and overseas taxi industries, from government bodies, events' calendar, taxi rank news, new technologies, driver information, to changes in transport and road legislation.

*Taxi Talk magazine* will continue to be the voice of the Victorian taxi industry and next year we will celebrate our 50th anniversary.

There is no question that the past 12 months has been a period of significant upheaval for the on-demand transport industry throughout all of Australia.

In this edition of *Taxi Talk magazine*, we report on the current status of Uber in various states throughout Australia, the Taxi Services Commission gives us an update on what the government is doing for the taxi industry and we also have a few things to share regarding what's happening in the taxi industries overseas.

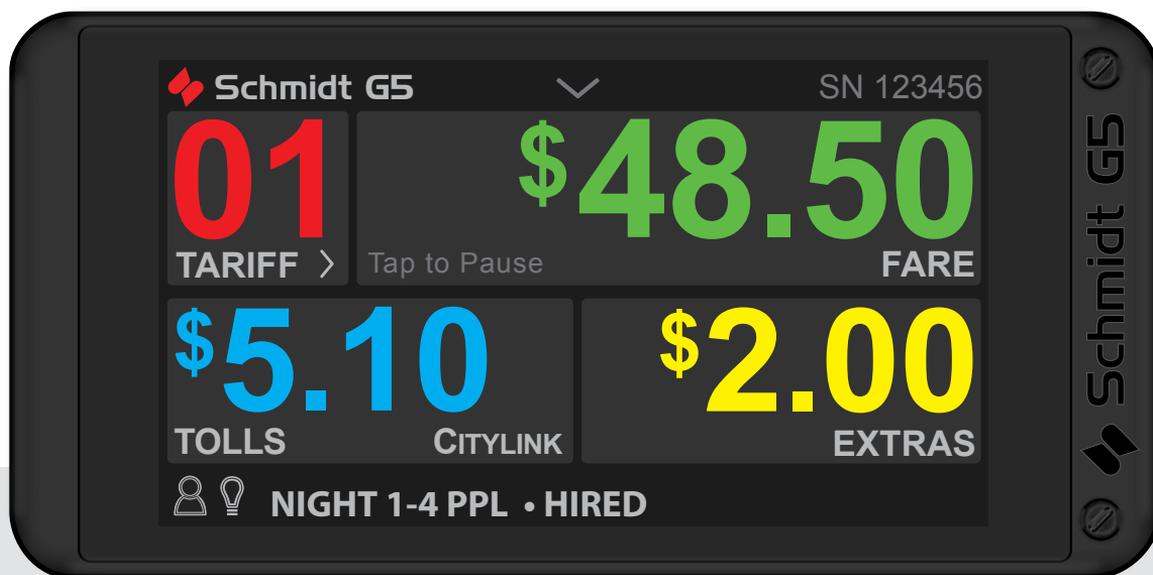
As usual, we have the Melbourne major events, conference listings, roadworks table and licence statistics for your perusal.

**Toni Peters**

Editor

Taxi Talk - Voice of the Taxi Industry 

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# UBER X FRIEND OR FOE?

Uber is an American international transportation company with headquarters in San Francisco, California. It uses a mobile app, which allows passengers with smartphones, to engage drivers, who use their own cars, to transport them from a pick up point to a destination.

Uber was originally launched as “UberCab” by Travis Kalanick and Garrett Camp in 2009. Uber started with a modest raising of \$200,000 seed funding and raised another \$1.25 million by 2010.

By the end of 2011 it had raised \$44.5 million and by June 2014 another \$1.2 billion.

The main investors in Uber are Google, Goldman Sachs and its privileged customers that have no trouble putting their hands in their pockets for another 1 billion dollars and speculate that Uber will succeed in their goal to become the world’s largest logistics company and make them plenty of money.

UberCab is now called UberX. It claims to be a technology company that uses the power of the internet in many new and innovative ways to provide a wonderful service to the public, by using members of the public and their private cars to give a superior and cheaper service than a traditional taxi.

Let’s look at the above claim and analyse it.

The taxi industry has used smartphone apps long before UberX came to Australia.

The taxi industry has used payment by credit card for many years and has provided a safe and reliable service to millions and millions

of Victorians in a cost effective way.

UberX charges fares in a similar way to that of metered taxis (time and distance), but claims to charge only 70% of taxi fares, with all hiring and payment handled exclusively by credit card through UberX and not with the driver personally.

It is here where the deception starts.

UberX can, and does, charge any amount (surge pricing) because its fare is not regulated and the computer calculates the fare based on demand and supply, using an algorithm.

This means that a fare can be many times more than the regulated taxi fare.

UberX has successfully expanded all over the world in a very short time because they have extremely deep pockets combined with the backing of advertising giants like Google, financiers like Goldman Sachs and many influential people around the world.

UberX expands its business though commencing operation, then engaging in a political campaign which mobilizes public support for the service.

If, as is usually the case, its mode of doing business does not conform to local regulations it thumbs



its nose at the law, and supported by a small army of lobbyists, mounts a campaign to change them. Customers and potential customers are mobilized through social media including using the Uber app itself.

There is probably no other company in the world that has spent as much time fighting court action as UberX. This in itself should raise alarm bells with law makers and politicians.

Is UberX a disruptor that changes the world through technology or is it a company formed by silicon valley billionaire entrepreneurs to control part of the world, with total disregard to the damage done to tens of thousands of people lives?

We do not need another crisis like the GFC (Global Financial Crisis) that was caused by the greed of Wall Street and the inaction of regulators around the world.

We do not need snake oil salesmen who avoid paying their proper taxes and encourage their drivers to avoid paying their taxes and costs.

We do not need companies that cherry-pick the most lucrative parts of a business by ignoring the law and leave law-abiding people to make do with the leftover crumbs.

We have laws in this state and these laws should be respected and upheld. So, let's not change laws to accommodate criminal behaviour.

UberX claims, very cleverly, that they are not a taxi service but a platform that allows their so-called partner drivers to engage in ride sharing. But their drivers are not sharing anything. They drive customers from point A to point B and charge a fare for their service.

The taxi industry has been, and is, regulated in the public interest.

Before we consider new regulations or removing current regulations, we must remember that the primary objective of the current regulations are designed to protect and serve the public interest.

If the taxi industry was to suggest that current regulations that govern taxis in Victoria were removed, there would be a public outcry regarding the safety, protection and standards established over many years.

UberX's business model can only be successful if they work in an unregulated environment where they are allowed to charge whatever they want and pay their partner drivers whatever they want.

We can only hope that our regulators and politicians can see that UberX is not here to help Australians but to make money for its shareholders.

Hence my conclusion is that UberX is definitely not a friend.

Hans Altoff 



# UBERX VS TRADITIONAL TAXIS

UberX is deemed to be an illegal operation of unlicensed passenger-carrying vehicles that are driven by unlicensed taxi drivers offering cut price fares which are approximately half the price of regular taxi fares.

UberX has been reported to have 4,500 privately licenced drivers across the state of Victoria operating their own privately registered sedan cars (up to 10 years old). Even though they have been operating less than two years, they have been reported as having 300,000 Victorian customers using their alleged illegal UberX service.

I understand that Uber (Aust) Pty Ltd commenced operations in Australia by supplying a legal booking and dispatch luxury hire car service called Uber Black which is still in operation today, using registered hire cars driven by licenced hire car drivers.

They then supplied a potentially much larger service called UberX which is deemed illegal in all, or most, states of Australia. If UberX drivers are caught by taxi controlling authorities and fined accordingly they have their fines paid by Uber.

It has been reported that the US based parent company Uber Technologies Inc in California is worth \$50 billion and is backed by US based multi national companies.

Uber (Aust) Pty Ltd apparently pays Dutch based Uber International BV a licence fee to operate the system in Australia and it is further alleged

that this arrangement ensures that Uber (Aust) Pty Ltd operators at a loss - meaning they are not required to pay Australian Taxation.

If this is correct then you can expect Uber will employ the very best legal representation to retain the current position and will most likely prolong supreme and high court challenges from Australian Government and taxi industry sources in the future.

We understand that Transport Ministers in every State where UberX operate, have stated publicly UberX service is illegal, yet they have failed to stop it. However, Queensland has been most successful in providing real opposition to UberX so far.

Having fined 538 UberX drivers a total of \$1,732,262 and of these 1234 fines have been paid (probably by Uber) reaping in \$1,415,213 of State revenue to date.

UberX drivers also receive a 6 point penalty on their driver's licence for each offence.

May I suggest that all Australian state governments, taxi owner associations and taxi driver associations follow the Queensland solution to the UberX problem.

N. Singh, Taxi Driver 

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# AIRPORT UPGRADE REPORT

Melbourne Airport is undertaking the biggest transformation in its history.

Part of the transformation are:-

- the development of the new Terminal 4 that will house Jetstar, Tigerair and Regional Express
- a multi-level transport hub
- stage one of an elevated loop road and
- the recently opened Airport Drive, which provides a new road link into the airport from the Western Ring Road.

The transformation has been driven by

the incredible recent growth in domestic and international tourism and demand from international airlines, particularly Chinese and Asian carriers, in establishing a presence at the airport.

Melbourne Airport is Australia's second busiest airport and the only 24-hour single terminal precinct airport in the country.

This has played another important role in the growth, allowing more flights and visitors into Melbourne at all times and contributing significantly to the Victorian economy. 



## Fast facts

**Preliminary draft Major Development Plans are available for public comment for up to 60 business days.**



**The public can comment in writing on MDPs.**



**A full list of types of projects requiring an MDP can be found under Section 89 of the Airports Act.**



**Major projects at Melbourne Airport requiring an MDP** are approved by the Commonwealth Minister for Infrastructure and Regional Development.



# CAR CHARGING SNAKE

As if robots that can automatically plug themselves into other machines aren't scary enough, Tesla has created one such bot in the shape of a giant, undulating snake.

This is a functional charger prototype for the Model S by Tesla Motors — an automated device that can find

an electric car's charging port, plug itself in, and juice the vehicle up without any sort of human assistance:

As far-fetched as this sounded, it was hard for the web to put anything past Musk, the prolific inventor and business magnate behind SpaceX, SolarCity and PayPal. **TT**



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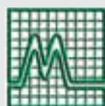
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# AROUND THE STATES

## UBER INTO CANBERRA

Uber's impending arrival in Canberra has seen the company advertise for a local demand manager in the ACT market, the latest advancement in its plans to challenge the entrenched taxi industry by the end of the year.

Uber claims to have recorded more than a million rides in Sydney through its popular UberX platform, which allows motorists to use their own car to pick up passengers, in competition with taxis, chauffeured cars and rental companies.

A job advertisement for the new Canberra role calls for creative and analytical applicants, able to oversee complicated projects simultaneously and analyse data from the application and promotions.

The ACT government's transport review has been under way since

January and Uber has been advertising for drivers on social media ahead of a possible October launch. It received about 1000 expressions of interest and 250 people attended a recent information session.

Since the review was launched, Unions ACT and the Transport Workers Union New South Wales branch have called on the government to treat drivers working through on-demand application as employees and not contractors, ensuring they receive full workplace entitlements.

Tom McIlroy 

---

## WA TRANSPORT REVIEW

Western Australia Department of Transport has issued a Green Paper which outlines a simpler environment that enables transport providers to innovate and provide on-demand services that meet the travelling public's needs.

"There is an obvious need for fundamental reform and the Government is keen to ensure there is good opportunity for stakeholders – including on-demand transport customers and the wider community – to have their say," said Hon Dean Nalder MLA, Minister for Western Australia Transport.

"We seek to deliver a level playing field within the industry that provides a safe and reliable service for consumers and drivers

and increased competition and responsibility for the delivery of a quality service at a fair price," he continued.

"While it is recognised that taxi plate investors have purchased plates in good faith, the economic value of a business should be based on a superior customer proposition rather than the scarcity of supply or government regulation," said Mr Nalder.

Key areas of the Green Paper include:-

- Focus on improved customer services
- Consistent regulation and reduction of red tape to create a level playing field
- Drivers able to use multiple dispatchers to source jobs
- Review of industry fees and charges

Other concepts include:

- licence fees set at the cost of regulation
- a structured driver licensing

regime, where Government sets minimum standards and industry provides extra training, depending on the services being provided

- encouraging the formation of co-operatives or corporates to operate taxi services
- allowing drivers and vehicles to work with several dispatchers to improve choice and competition.

It also proposes using consistent regulations to govern the licensing of on-demand vehicles creating a

consistent environment for all providers and reducing red tape.

The reforms aim to transition the industry from a highly regulated environment to one that is influenced by consumer choice and greater self-regulation.

The WA Government is inviting input from industry and the community on the proposals raised in the green paper at <http://www.transport.wa.gov.au/greenpaper>. Public comment period closes at midnight on October 16, 2015. **TT**

## SET BACK FOR iHAIL

The joint venture iHail Pty Ltd has sought approval from the ACCC to launch its smartphone app – which provides users with directions for the nearest available registered taxi cab which is signed up to its service, but the competition watchdog has refused to fast-track approval of this new venture.

Companies involved in the app's development include Silver Top Taxis, Black & White Cabs, Surburban, Texas Taxis, Cabcharge Australia, the NSW Taxi Council, Yellow Cabs Brisbane, and Mobile Tracking and Data Pty Ltd (MTData).

Australian-owned MTData (which provides the taxi dispatch book-

ing system for the Cabcharge networks) is helping to develop the application which aims to go head-to-head with other driver services such as Uber, goCatch, ingogo and Backseat.

The app would allow people to book a taxi from any of the affiliated networks.

On May 26, the networks asked the ACCC to grant an interim authorisation thereby allowing this venture to begin operating while the regulator continued to consider submissions for its final decision.

The ACCC needs to approve the venture because it could be construed as a cartel (ie a group of businesses with the purpose of maintaining prices at a high level and restricting competition).

However, the ACCC turned down the interim authorisation and asked for further submissions by the end of July before making a



draft decision in August or September because a feature that could contravene laws governing taxi fares was left out of the original application. This allows people to pay extra via the app to get a taxi to come quicker.

The Queensland government has asked that this feature be removed from the app as it contravenes some state laws that limit taxi fares to the meter reading and set a maximum fare based on time and distance. **TT**

# WORLD NEWS UPDATE



## RUSSIA Google vs. Yandex

Russia's most popular search engine has not only beaten Google on its home turf, but has now left Uber in the dust in the Russian taxi market.

The company has announced that its online-taxi services' revenue has tripled in the second quarter of 2015.

The Yandex Taxi fleet has more than 15,000 vehicles in Moscow compared to 10,000 for its Israeli competitor Gett and America's Uber with 3,000.

"Online services have made competition in the taxi market more transparent, leading to lower prices and sharp growth in the number of rides per person. For a third consecutive quarter, our taxi revenue is growing faster than we could've expected," said Tigran Khudaverdyan, head of Yandex's taxi unit, in an interview with Bloomberg.

In the fierce rivalry of the Moscow taxi market, Yandex seems to have knocked the checkers off San Francisco-based Uber.

While the US company was offering Russian clients free ice-cream and movie tickets, Yandex responded by buying two Teslas and offering random people rides in the electric cars, which are unlikely to be found elsewhere on Russian streets.

Further expansion of the taxi service would help the Russian search engine diversify from search-related advertising, which still accounts for 93 percent of its revenue.

Yandex is considering expansion of its business to former Soviet countries and Turkey, where its search engine is also represented. 

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## BRAZIL

Rio De Janeiro - The 2016 Olympic Committee is funding online English courses for 10,000 taxi drivers to improve their language skills. **TT**

## WORLDWIDE

Automakers believe autonomous driving is the way of the future, and it's a prospect they say may come to fruition within five years. A study from the Boston Consulting Group says partially autonomous vehicles will "hit the road in large numbers" by 2017. By 2035, more than 12m fully autonomous vehicles may be sold, the group said. **TT**

## STH AFRICA

In one of the biggest taxi bodies in Cape Town, the Congress of Democratic Taxi Associations (Codeta), women hold more than half the leadership positions, said Andile Khanyi, the association's secretary.

An example of a woman leading the way in the taxi industry is Linda Roman, 59, who has been in the business for the past 24 years.

Linda Roman is the chairperson of the Kenfac Taxi Association and also the secretary of the Greater Cape Town Region, and the owner of four taxis.

"I fought to make a name for my-

self in this industry a long time ago."

"While there are a significant number of women entering the business, there can always be more," Roman said.

Linda does not drive her own taxis. She hires people to do it.

"This is a tough business and it can get very dangerous on the road. Male and female taxi drivers put their lives on the line on a daily basis as gangsters and thugs board our taxis, posing as ordinary citizens, then all of a sudden they pull a gun out on you. **TT**

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Kids Under Cover also have two other programs.

The Scholarship Program - helps cover education expenses and young people are empowered to continue their study or job training. This can lead to more positive

employment opportunities, ensuring the young person has a productive, functioning place in their community.

The Mentoring Program - offers positive role models who connect with young people and offer guidance, support and encouragement. As confidence, self-esteem and social skills improve, young people are in a better position to make life-changing decisions.

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3. you'll be paid to share your experiences – that's right, the ATO pays you!

4. you don't need to do anything if it's not convenient or doesn't suit you
5. you'll help make the tax and superannuation systems simpler for small business.

Current panel members include: café owners, plumbers, floor layers, lawyers, florists, writers and editors, locksmiths, furniture repairers, engineers, architects and many other people from a variety of locations and backgrounds.

They also have some bakers, but no butchers or candlestick makers.

Don't miss out on your chance to tell it like it is. Why not be the next person to be added to the panel? **TT**

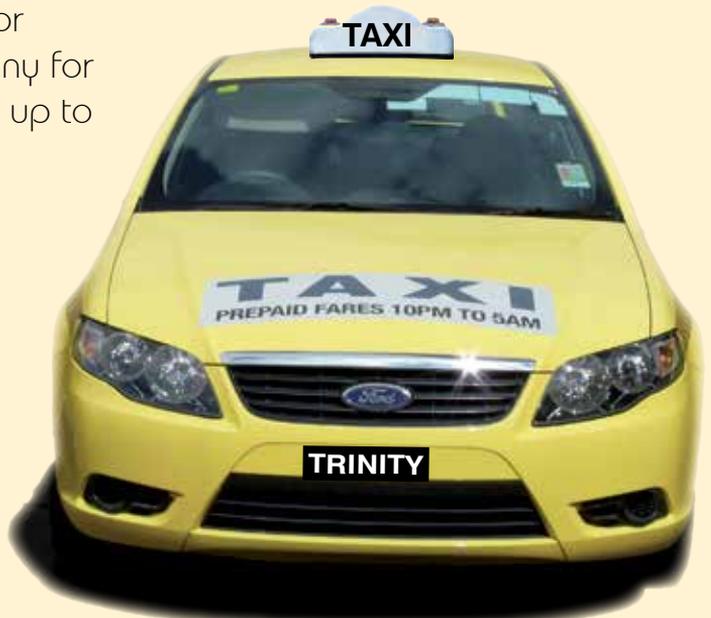


# UTC

## PROVIDING COMPREHENSIVE & 3RD PARTY COVER FOR

### VICTORIAN TAXIS AND HIRE CARS

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- Quick repairs and brand new parts used.
- Fast recovery for loss of income.
- Lower annual contribution.
- Additional Policies available Public Liability and Personal Accident.



Always refer to the product disclosure statement for product information before making any financial decisions

#### For more information contact

Jaspreet - 0433 171 422 or Manvinder - 0433 413 628

3/177-181 Northbourne Road, Campbellfield

Phone 9303 9069 Fax 9303 7084 Email [unitedtaxiclub@hotmail.com](mailto:unitedtaxiclub@hotmail.com)

#### TRINITY BODY WORKS

- Taxi resprays from \$1365 (excl GST - conditions apply)
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- Quality equipment and premium paints
- Quick repair time

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0498 259 986 or 9303 9069

#### OZWAY TRANS

- Taxi Shifts Available (Day and Night)
- Close changeovers
- Clean and good taxis
- 24/7 roadside assistance

Contact Gaurav

0424 079 000 or 9303 9069



# JAMES Holyman ac Taxi Services Commissi

## Changes to licence fees invoices

In early September 2015 the TSC will change the process so all taxi, hire car, special purpose vehicle and restricted hire car licence holders will receive an invoice for their annual licence fee two months prior to the due date. A reminder letter will then be sent one month prior to the due date if the annual licence fee has not yet been paid.

The due dates for annual licence fees will not be affected by this change and you will still be able to contact the TSC for a replacement invoice if you misplace your invoice. You must ensure you pay your annual licence fee by the due date listed on your invoice. 

# ting CEO on

# UPDATE



The Taxi Services Commission is reverting back to using legislative terminology; **taxi booking services will revert to NETWORK SERVICE PROVIDERS** and **permit holders will revert to OPERATORS**. This aligns with current legislation.

## I've passed the Knowledge

### What happens next?



When you sit for the Knowledge, your result is automatically sent to the TSC database. There is no requirement to attend the TSC office or to notify us of your results.

When you pass, the TSC will automatically update your records, including the Public Register, and will send you a new Driver Accreditation certificate at no cost. If you are a taxi driver, you will also receive a new MPTP card if needed.

The Driver Accreditation certificate and MPTP card will arrive in the post in 5 - 7 business days. If you do not want to wait for a new driver accreditation certificate,

you may attend the TSC and ask for a duplicate, however you will be charged a fee of \$25.40.

A little later taxi drivers also receive a set of Knowledge decals for display in the taxi and a Knowledge pin to wear. Both items are personalised with the drivers' accreditation number and are a symbol of the value of achieving the Knowledge. While not mandatory the TSC encourages drivers with the Knowledge to display the decals and wear the pin with pride.

Later this year the TSC plans to promote the Knowledge to the public. **TT**

# TAXI CAB UPDATE

## RODA

### Register of Disciplinary Action

Consistent with the TSC's Monitoring Compliance and Enforcement Policy 2015, from 1 September 2015, the TSC will publish on its website a Register of Disciplinary Action (RODA). The RODA will contain details of:

- disciplinary action taken against a person's accreditation or driving instructor authority
- VCAT outcomes, and
- criminal prosecutions by the TSC (both indictable and summary)

Publication of prosecution and disciplinary outcomes is a common and key tool for continuously improving standards of behaviour in an industry. The TSC's RODA aims to further enhance industry standards by deterring industry members from engaging in seriously improper behaviour, criminal offences and breaches of relevant laws and obligations.

The RODA also promotes transparency and consistency in how the TSC makes its disciplinary decisions.

More on privacy and details will soon be available on the TSC website. 



## The Taxi Services Commission is moving!

On 28 August, we're moving to **1 Spring Street**

The **Customer Service Centre** will be located on the **ground floor**, with the entrance on Flinders Street

The Customer Service Centre and Call Centre will be closed on Friday, 28 August and will reopen at 12:00pm on Monday, 31 August



Stay up to date at [taxi.vic.gov.au](http://taxi.vic.gov.au) or follow us on twitter  @taxicommission

## Annual inspections and WAT hoist maintenance

### INSPECTIONS

It is a regulatory requirement that taxis undergo rigorous inspections to ensure they are roadworthy and provide safe and comfortable travel for passengers.

Operators are reminded that a current inspection label, issued by a Licensed Taxi Tester (LTT), indicating that the vehicle has passed an inspection, must be affixed to the left lower inside corner of the windscreen of both conventional and wheelchair accessible taxis (WAT).

'Current' means 12 months from the date indicated by the markings on the label as to when the taxi was last assessed by an LTT.

### WAT HOISTS

The Taxi Services Commission (TSC) also reminds WAT operators of their important obligations to ensure hoists and ramps are serviced regularly.

Poorly maintained and neglected wheelchair hoists are dangerous, and operators and drivers need to avoid the potential for a serious incident occurring when loading and unloading people in wheelchairs.

In these circumstances, the TSC urges WAT operators to contact the respective hoist manufacturer (or its agents) to discuss servicing options. **TT**



## Is your assignment about to expire?

Both the licence owner and taxi operator are responsible for ensuring that re-assignment documentation is submitted at least two weeks prior to the assignment expiry date.

The assignment expiry date is listed in the assignment contract between the owner and operator of the licence and is also printed on the licence certificate.

Please ensure you keep track of your assignment expiry date. Once an assignment is expired the operator is no longer permitted to operate the licence and can incur a fine of \$1,820 for an individual or \$3,033 for a body corporate if they are intercepted operating a commercial passenger vehicle without a licence.

The TSC notifies both the owner and operator in writing once an assignment has expired. **TT**

# TAXI CAB UPDATE

## Record keeping

### for operators



Accurate record keeping is one of the obligations operators must comply with as part of their accreditation to operate a Taxi in Victoria.

The information required to be kept includes shift data, driver agreements, faults, damage, maintenance works, driver training, pay summaries and bond collection.

Operators must also record and keep certain data in relation to complaints made about the operation of the taxi, the driver or the service provided. The TSC monitors the operator compliance with these obligations.

During its regular audits, the TSC has identified a number of operators not complying with these requirements and a general lack of knowledge and understanding of the record keeping obligations.

To assist operators to understand their record keeping requirements, the TSC has included some example of records to keep on their website.

It is the responsibility of operators to ensure they comply with all reporting requirements. Failing to keep these records may result in compliance action such as: an Improvement, Official Warning, Infringement notice or other compliance action that may affect an accreditation. **TT**

## Guide Dogs Welcome

In accordance with the  
Disability Discrimination Act 1992  
and Domestic Animals Act 1994



Providing independence  
through orientation and  
mobility training services  
to adults and children.

**Guide  
Dogs**  
VICTORIA 

As part of its commitment to ensuring that drivers are complying with their obligations to accept passengers with assistance animals, the Taxi Services Commission (TSC) regularly conducts operations to assess the industry's compliance with regulations.

In July 2015 the TSC conducted an overt operation in Melbourne in conjunction with Guide Dogs Victoria that tested up to 20 taxi drivers and their willingness to accept a passenger travelling with a guide dog.

Of the 20 drivers tested, two refused to accept the guide dog in the vehicle.

The drivers who refused the passenger with the guide dog received a penalty infringement notice.

Drivers are reminded that Under Commonwealth legislation (Disability Discrimination Act 1992, section 24) you cannot discriminate against a person with a disability because they possess, or are accompanied by an animal trained to assist them to alleviate the effect of the disability.

Further operations are planned in the coming months. **TT**

## Vehicles approved to be taxi-cabs



Any vehicle that is proposed to be licensed as a taxi-cab in Victoria must meet minimum internal vehicle occupant space dimensions as outlined in Australian Design Rules (ADR) 44/02.

Vehicles approved by the Taxi Services Commission (TSC) for use as taxi-cabs, effective from 27 April 2012, are listed here.

Please note that this list is not exhaustive and there may be other vehicles not listed that meet the minimum requirements. The TSC assesses other vehicles upon request.

Taxi permit holders will need to make their own enquiries about the vehicle's capacity to be fitted with and support all in-car taxi equipment, such as safety cameras, taximeters and dispatchers.

- Chrysler 300C
- Ford Falcon
- Ford Mondeo
- Ford Territory (with modification\*)
- Ford Focus
- Honda Accord
- Honda Civic
- Honda Odyssey (with modification\*\*)
- Holden Commodore
- Holden Epica
- Holden Statesman
- Hyundai Elantra
- Hyundai i30
- Hyundai i40
- Hyundai i45
- Hyundai ix35 (with modification\*\*\*)
- Kia Cerato
- Kia Rondo
- Kia Optima
- London Taxi Company TX4
- Mazda 6
- Nissan Micra
- Nissan Pulsar
- Renault Megane Wagon (with modification\*\*\*\*)
- Ssangyong Stavic (with modification\*\*\*\*\*)
- Toyota Aurion
- Toyota Camry
- Toyota Camry hybrid
- Toyota Corolla sedan (approval includes 2012-2013 models)
- Toyota Prius
- Toyota Prius V (with modification\*\*\*\*\*)
- VW Passat

\* Ford Territory requires: external side steps on both sides; removal of the fold down seats in the luggage compartment, and a luggage barrier to be fitted that meets the applicable Australian Standard.

\*\* Honda Odyssey requires: access requirement to third row of seats, and space saver wheel replaced with a full size wheel.

\*\*\* Hyundai ix35 requires: external side steps on both sides, and a luggage barrier to be fitted that meets the applicable Australian Standard.

\*\*\*\* Renault Megane Wagon requires: a luggage barrier to be fitted that meets the applicable Australian Standard, and space saver wheel replaced with a full size wheel.

\*\*\*\*\* Ssangyong Stavic requires: side steps must be fitted on both sides.

\*\*\*\*\* Prius V requires: removal of the fold down seats in the luggage compartment; a luggage barrier to be fitted that meets the applicable Australian Standard, and space saver wheel replaced with a full size wheel. 

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now at Berwick Toyota**

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# TAXI CAB UPDATE

## Licensing reminder

### update contact details



A reminder that you must contact the TSC to update your contact details.



Notifying VicRoads regarding changes to your vehicle details or postal address will not automatically update your information with the TSC.



Please ensure you have your licence number ready when you communicate with the TSC, this is different to your registration plate which can change from time to time.

Your licence number is printed in the left hand box of the licence certificate underneath the name of the owner of the licence and above the registration number.

Having this number ready and available to quote when you contact the licensing team will enable the TSC to assist you with your inquiry in a timely manner. **TT**



Have you encountered racism as a taxi driver? Want to share your story?

The producers of a new SBS documentary are looking for taxi drivers who can share some of their experiences about encountering racism on the job.

They want to hear stories from taxi drivers about their experiences behind the wheel.



If you're interested in being involved, get in touch with Darren Hutchinson on 08 9322 5333 or email [darren@joinedup.com.au](mailto:darren@joinedup.com.au) **TT**



## GAFFNEY WHEELS & TYRES

### NEW TAXI TYRES

195 60R15 .....	\$85
215 60R16 .....	\$75
225 60R16 .....	\$105
225 55R17 .....	\$115
225 50R17 .....	\$115
235 45R17 .....	\$100
235 60R17 (4WD TAXI) ..	\$135
195 R15LT .....	\$100
195 R14LT .....	\$90
185 R14LT .....	\$80

- Hankook • Nexen • Wanli
- Blue Streak • Minerva
- Goform • Rotalla
- Maxxis • Bridgestone
- Dunlop • Achilles

**2nd hand tyres from \$40**

### FREE Wheel Alignment and Balancing

Free when you purchase and fit 4 new taxi tyres  
Free rotation after 10,000 kms

### SPECIALS

Taxi Service from .....	\$70
Taxi Brakes from .....	\$70
Wheel Alignment .....	\$25
Wheel Balance Steel .....	\$5
Wheel Balance Aluminium .....	\$10
Puncture Repairs .....	\$15

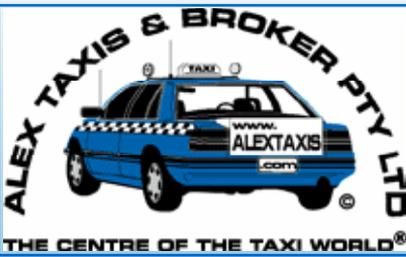
**REPLACE WINDSCREEN from \$150**

**\$135**



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PLATES**



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# **MetroClub TAXI COVER**



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- > Prompt repairs carried out
- > Well equipped workshop in Tottenham
- > Quick repairs to put you back on the road ASAP
- > Genuine parts used
- > Get rewarded for no claims and not at fault claims
- > 3rd party property / public liability cover \$30 Million
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- > TAXI YELLOW RESPRAYS FROM \$1090 (inc GST)

**119 Errol St Nth Melb Call Chantel 9348 9507**

# STATISTICS

JULY 2015



## Number of drivers

Active drivers .....15,442  
 Accredited drivers (taxi, hire car & bus) ....44,009

## Compliance outcomes

Vehicle Inspections .....2,532  
 Rectification Notices .....242  
 Notices of Unroadworthiness .....0  
 Infringement Notices .....117  
 Official Warning notices .....9  
 Regulation 19 notice .....31

Taxi zone	Licence type	# of licences 30/6/14	# of licences 30/6/15	# of licences 16/8/15	Changes since 30/6/14	Changes since 30/6/15
Metro	Conventional	3,826	4,399	4,337	511	-62
	WAT	504	492	482	-22	-10
	Total	4,330	4,891	4,819	489	-72
Urban	Conventional	357	400	405	48	5
	WAT	75	79	80	5	1
	Total	432	479	485	53	6
Regional	Conventional	253	261	261	8	0
	WAT	75	77	75	0	-2
	Total	328	338	336	8	-2
Country	Conventional	126	126	126	0	0
	WAT	36	34	34	-2	0
	Total	162	160	160	-2	0
Totals	Conventional	4,562	5,186	5,129	567	-57
	WAT	690	682	671	-19	-11
	Total	5,252	5,868	5,800	548	-68

The above figures are updated and published on the Taxi Services Commission website each week. Figures shown consist of both active licences and those that have been approved but have not yet been operationalised at the time of reporting.

**HIRE CAR LICENCES** \$38,585

## Number of Victorian Hire Vehicle Licences

Metropolitan Hire Cars .....1,088  
 Country Hire Cars .....62  
 Special Purpose Vehicles .....954  
 Restricted Hire Cars .....619  
**TOTAL** 2,723

The metro taxi licence average price of \$273,125 is based on the 16 genuine market based transactions that occurred in the metropolitan zone during July 2015.

The Taxi Services Commission's standard practice is to only count those licence transfers where a genuine market based transaction has occurred. They do this by applying a number of standard business rules. The aim of these business rules is to identify genuine market based transfers of taxi licences and to base average price calculations on these transactions only. Therefore, where it appears a non-market based licence transfer has occurred, these transactions are excluded in the calculation of licence values. An example is where a licence holder transfers the licence to a new business name but still retains ownership of the licence. **TT**



**national safe work  
month october 2015**

[www.swa.gov.au](http://www.swa.gov.au)



**BE SAFE.  
BE HEALTHY.**  
because...

This October is National Safe Work Month, dedicated to encouraging individuals and workplaces to be involved in raising awareness of work health and safety.

Watch the 2015 Virtual Seminar Series

A series of free online seminars showcasing the latest thinking and research in work health and safety. This year's seminars will discuss good work design and safety throughout supply chains. Good work design is very important for the taxi industry, optimising work health and safety, human performance and business success.

Enter the National Safe Work Month Workplace Participation Reward

Show us how you are participating in National Safe Work Month for your chance to win!

Download the free National Safe Work Month smart phone application

Find out about safety events happening near you, download an electronic information kit and browse national safety statistics.

Get involved in  
**2015 National Safe Work Month**

There are so many reasons for being safe and healthy at work. What are yours?

More information about National Safe Work Month will be available on the Safe Work Australia website soon. You can also follow Safe Work Australia on Facebook for the latest 2015 National Safe Work Month news.



**DO YOU HAVE.....**

- something to sell?
- a service to offer?
- a new product?

**Advertise in  
TAXI TALK**

Voice of the Taxi Industry



Contact Toni Peters  
P: 0400 137 866 E: [tonipeters@taxitalk.com.au](mailto:tonipeters@taxitalk.com.au)



# GRIEF AND LOSS



Grief is a natural response to loss. It might be the loss of a loved one, relationship, miscarriage, pet, job or way of life. Other experiences of loss may be due to children leaving home, infertility and separation from friends and family. The more significant the loss, the more intense the grief is likely to be.

Grief is expressed in many ways and it can affect every part of your life; your emotions, thoughts and behaviour, beliefs, physical health, your sense of self and identity and your relationships with others.

Grief can leave you feeling sad, angry, anxious, shocked, regretful, relieved, overwhelmed, isolated, irritable or numb.

Grief has no set pattern. Everyone experiences grief differently. Some people may grieve for weeks and months, while others may describe their grief lasting for years.

Through the process of grief however you begin to create new experiences and habits that work around your loss.

Grief is something that takes time to work through. While everyone finds their own way to grieve it is important to have the support of friends and family or someone else, and to talk about your loss when you need to.

Don't be afraid to ask for help. Talk to friends and family about how you are feeling, or consider joining a support group. Take care of your physical health. Grieving can be exhausting so it is important to eat a healthy diet, exercise and sleep.

Manage stress – lighten your load by asking friends, family members or work colleagues to help you with some chores or commitments. Relaxation and gentle exercise can be helpful.

Do things you enjoy, even if you don't really feel like doing them.

Many people do not know what to say or do when trying to comfort someone who is grieving. However, often it is the simple offer of love and support that is the most important.

Ask how they are feeling. Each day can be different for someone who is grieving; take the time to listen and understand what they are going through.

Talk about everyday life too. Their loss and grief does not have to be the focus of all your conversations.

Ask them how you can help. A few home cooked meals, doing the shopping, or perhaps offering to go walking or do something enjoyable with them can all help someone through their grief.

Encourage them to get help if their grief does not seem to be easing over time.

Is it depression? Grief and depression are quite different but they can appear similar as they can both lead to feelings of intense sadness, insomnia, poor appetite and weight loss.

Depression stands out from grief as being more persistent, with constant feelings of emptiness and despair and a difficulty feeling pleasure or joy.

If you notice that depression symptoms continue, or your grief begins to get in the way of how you live, work, share relationships or live day-to-day then you it is important to get support or professional help. **IT**

**AIRPORT TAXI RANK**  
**CAR WASH**  
cnr Melrose Drive and Link Road Melbourne Airport



**CLEAN YOUR TAXI WITH AN AUTO WASH**



**GET A FREE COFFEE OR TEA**

Collect your FREE coffee or tea voucher from the UNIGAS office when you get an auto wash on your taxi. The voucher is redeemable at MELROSE LOUNGE at the Melbourne Airport Taxi Holding Bay.



# MAJOR EVENTS

this month in Melbourne

<p>9 - 13 Sept</p>		<p><b>THE INTERGALACTIC NEMESIS: A LIVE ACTION GRAPHIC NOVEL</b> - the telling an all-ages adventure story set in the 1930s. It mashes up comic book and radio-play formats into a one-of-a-kind theatrical experience. Three actors voice dozens of characters, a Foley artist creates all the sound effects and a pianist plays a cinematic score, while 1,250+ comic book panels tell a hilarious sci-fi adventure story on a huge screen.</p>	<p>Playhouse Arts Centre Melbourne</p>
<p>12 Sept</p>		<p><b>SOFITEL GIRLS' DAY OUT</b> - celebrates the return of spring racing to Flemington - the home of the Melbourne Cup. It features four Group races, including one of the pivotal races of the spring – the \$400,000 Group 1 Makybe Diva Stakes. The racegoers step out in style in their finest spring fashion whilst enjoying a great day of racing.</p>	<p>Flemington Racecourse</p>
<p>13 Sept</p>		<p><b>THE MISSION FOODS MEXICAN FESTIVAL-</b> Melbourne's top Mexican chefs, artists and musicians take food and culture lovers across the states of Mexico as they celebrate Mexican Independence Day. Explore Mexico's different regions, from the rainforest state of Tabasco to the hustle and bustle of Mexico City.</p>	<p>Federation Square Swanston Street Melbourne</p>
<p>19 Sept to 4 Oct</p>		<p><b>SEPARATION STREET: A WALK-THROUGH ADVENTURE WITH A TWIST</b> - Polyglot's latest theatrical adventure is set in the unknown reaches of outer space. Separation Street is a walking theatrical adventure with a twist: kids are separated from their accompanying adults and taken on their own electrifying journey into a tangible, interactive and walk-through world.</p>	<p>Northcote Town Hall High Street Northcote</p>
<p>28 Aug to 4 Sept</p>		<p><b>CIRCA - CARNIVAL OF THE ANIMALS</b> - Circa's acrobats will whisk audiences away on a thrilling circus escapade inspired by French-Romantic composer Camille Saint-Saëns' delightful salute to feathers, fur and fins. The imaginative fusion of circus, animation and music tells whimsical tales of creatures of land and sea, who tumble, fly, leap and spin their way through the extraordinary worlds of the animal kingdom.</p>	<p>Arts Centre Melbourne</p>
<p>28 Aug to 15 Nov</p>		<p><b>AN ILLUMINATION: THE ROTHSCHILD PRAYER BOOK &amp; OTHER WORKS</b> - one of finest private collections of Medieval and Renaissance art from the Kerry Stokes Collection c. 1280-1685. Mr Stokes has built his collection of illuminated manuscripts over 40 years including luminous examples of medieval stained glass, the representation of gilt and polychrome medieval sculpture and the Pieter Breughel the Younger painting Calvary (1615).</p>	<p>Ian Potter Museum of Art University of Melbourne</p>



# CONFERENCES

this month in Melbourne

31 Aug - 2 Sept	<b>RETHINKING THE REGION AND REGIONALISM IN AUSTRALASIA:</b> Challenges and Opportunities for the 21st Century	RMIT University
3 Sept	<b>SQUIZ SUMMIT:</b> Outpace the competition. Do more with digital. This year's annual Squiz Summit is set to be our best yet, with a full day of forward-thinking talks, workshops and Q&A sessions Get ready to transform the digital landscape with a raft of inspired talks.	Central Pier 14 Docklands
8 - 10 Sept	<b>BEYOND CDC: CONSUMER DIRECTED AGED CARE FINANCIAL INNOVATION 2015</b> Key Strategies and Tools for Effectively Managing the Evolving Financial Impacts of the Consumer Directed Care System	Crowne Plaza Melbourne
15 - 17 Sept	<b>TRANSITIONING TO EMEDICATION MANAGEMENT SYSTEMS:</b> The use of eMedication management systems enables a clear process of medication dispensing and a greater ability to track data and compliance with the medication safety standard.	Victoria University Convention Centre Melbourne
16 - 17 Sept	<b>SIA NATIONAL SAFETY CONVENTION 2015:</b> As the premier conference for the year, the SIA National Safety Convention for 2015 will bring thought leadership to the fore and encourage national and global involvement across the two days	Melbourne Convention & Exhibition Centre
19 Sept	<b>RUN THE WORLD CONFERENCE:</b> Run the World is a female entrepreneur conference that will invite 8 brilliant and awe-inspiring female entrepreneurs to speak to over 800 like minded women from around Australia. It will be a day full of learning and pure-inspiration.	Crown Conference Centre

## HYBRID IS THE FUTURE



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**(03) 9282 8888**

\*T.A.P. Pics for illustration purpose only. E&OE. LMCT 10618



Oh what a feeling!



# ROAD CLOSURES

this month in Melbourne

Street	Dates	Details	Purpose
<b>Punt Road South Yarra</b>	Until 1 September 8.30pm to 6am	<b>Full closure</b> of northbound carriageway between Domain Road and Alexandra Avenue.	Water main renewal works
<b>Collins Street Docklands</b>	Unit 6 September	<b>Full closure</b> of carriageway (both directions) between Bourke Street and North Wharf Road.	Power Utility Works
<b>Various roads in Melbourne and Carlton</b>	9 September 2015 6am to 5pm	<b>Full closure</b> of Swanston Street northbound carriageway between La Trobe Street & A'Beckett Street, Melbourne. <b>Full closure</b> of Franklin Street between Swanston Street and Victoria Street, Melbourne. <b>Full closure</b> of Stewart Street between Franklin Street and A'Beckett Street, Melbourne. <b>Full closure</b> of Cardigan Street between Victoria Street and Queensberry Street, Carlton. <b>Full closure</b> of Earl Street between Cardigan Street and Orr Street, Carlton.	RMIT University Open Day 2015
<b>Sturt Street and Moore Street Southbank</b>	until 14 September Sturt Street - VicRoads times-likely night time hrs Moore Street- 9:30am to 5:30pm M-F 8am to 5pm Sat 10am to 5pm Sun	<b>Full closure</b> of the Sturt Street northbound carriageway between Miles Street and Southbank Boulevard. <b>Full closure</b> of the Moore Street southbound carriageway south of Southbank Boulevard, with contra-flow on the northbound carriageway.	Power Utility Works
<b>Stawell Street West Melbourne</b>	17 September 2015 7am to 7pm	<b>Full closure</b> of carriageway (both directions) between Miller Street and Ireland Street, including full closure of the eastern footpath.	Crane lift of site tower crane
<b>Waratah Place Melbourne</b>	Until 22 September <b>Waratah Place</b> 7am to 5pm <b>Lonsdale Street</b> 9:30am to 3:30pm	<b>Full closure</b> of laneway between Lonsdale Street and Little Bourke Street. <b>Partial closure</b> on the Lonsdale Street westbound carriageway between Russell Street and Waratah Place.	Power Utility Works
<b>Heffernan Lane Melbourne</b>	Until 22 September <b>Heffernan Lane</b> 7am to 5pm <b>Lonsdale Street</b> 9:30am to 3:30pm	<b>Full closure</b> of laneway between Lonsdale and Little Bourke Street. <b>Partial closure</b> on the Lonsdale Street westbound carriageway between Waratah Place and Heffernan Lane.	Power Utility Works
<b>Punt Road South Yarra</b>	Until 30 September 8pm to 6am	<b>Full closure</b> of carriageway, alternating between northbound and southbound, between Toorak and Commercial Roads	Water main renewal works
<b>Punt Road and Domain Road South Yarra</b>	Until 30 September 10pm to 6am	<b>Closures and detours</b> at intersection. Traffic on Domain Road will require to detour via Toorak Road West.	Water main renewal works

# NEED A JOB?

# NEED A DRIVER?

These listings are FREE. Operators and drivers send details of your DRIVER or JOB advertisement to [info@taxitalk.com.au](mailto:info@taxitalk.com.au) or sms 0400137866

## VHA Hire Car Drivers Wanted

Mercedes E200 Class available with metropolitan licence. Full and part time. Day and night shifts available. Phone 0403 791 482.

## Silver Top Drivers – South Eastern Suburbs

All Shifts and flexible hours. Home changeover option. Full Time set price hungry from \$950 excl gst (conditions apply). Set price 24 hr hungry shifts from \$150 excl gst (conditions apply). Call 9555 1155 or 0414 566 779.

## Night Taxi Drivers Wanted

Private owner. Private car available to get to changeover in Caulfield, Glenhuntly, Carnegie and surrounds. Assistance available with passing TSC Driver Knowledge Test. Please call 0411 223 454

## Silver Top Taxi Driver Needed

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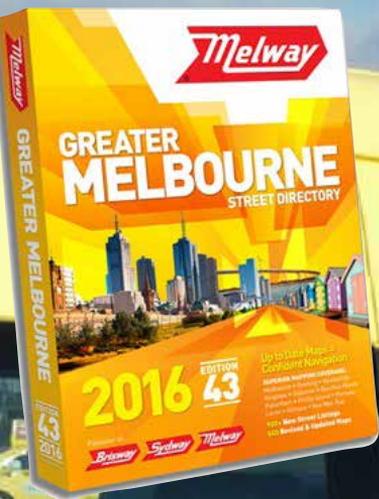


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