

## PROPOSED TRAINING REQUIREMENTS FOR TAXI, HIRE CAR & RIDESHARE DRIVERS

### DRAFTING INSTRUCTIONS –

#### Regulatory power

Section 20 of the RT PPS Regulations provides for the road transport authority (RTA) to provide a written notice directing accredited persons to undertake training. This is supported by provisions within the RT PPS Act that permit regulations about training of regulated persons:

- Taxis – s.36 (operators), s.58 (drivers)
- WATs – ss. 160-162
- Hire cars – s.76
- Rideshare – new s.60I

#### Proposed requirements

##### *For taxi (excluding WAT), hire car and rideshare drivers*

The RTA written notice is to require that the specified drivers must undertake training to have knowledge of:

- a) Work health and safety - with training to include (but not limited to):
  - i. fatigue management
  - ii. hazards and safe use of equipment
  - iii. dealing with difficult customers (aggression, intoxication)
- b) Accessibility and disability awareness – with training modules to address techniques for serving with people with disabilities, including (but not limited to):
  - i. Types of disabilities – vision, hearing, communication, intellectual, psychological, psychiatric, neurological and other brain conditions, physical and other medical conditions
  - ii. The impacts of different disabilities on on-demand trip requirements
  - iii. Discrimination
  - iv. Driver role, expectations and customer service
  - v. Additional support services

#### Provision of training

All training design must involve person(s) sufficiently qualified in training and assessment and/or who possesses appropriate levels of experience in:

- a) the public transport industry
- b) work health and safety and/or
- c) the disability sector.

## **DRAFT – TAXI INDUSTRY REFORM IMPLEMENTATION WORKING GROUP**

### **WAT**

WAT training requirements remain unchanged as per Government announcement of no change to WAT service.

### **Other**

Note:

- A TBS is not subject to any regulatory requirement to affiliate or maintain an affiliation with any driver. TBS may suspend or cancel affiliations with drivers and operators as permitted by law. This may include consideration of bad performance whether related to driving skills or customer service. Driving skills remain subject to general driver licensing requirements.
- English language requirements for taxi drivers are removed.

Regulatory Reform

March 2016