

Codes of Conduct

What is the Code of Conduct

This Code of Conduct (the Code) provides minimum service delivery standards for taxi, minibus, private hire car and ridesharing drivers in the point-to-point transport industry.

The Code advises what is expected of drivers to ensure services are delivered to a high standard and in a manner which does not bring the industry into disrepute. All drivers in the point-to-point transport industry must adhere to this Code.

The full list of driver obligations and behaviours for each category of point-to-point transport services is included in this Information Bulletin.

This Code is approved by the Director pursuant to section 72 of the *Commercial Passenger (Road) Transport Act* (the Act). Contravention of, or failure to comply with this Code is an offence under the Act and carries a maximum penalty of 15 penalty units (\$2,310).

Further information can be accessed at nt.gov.au.

Relevant legislation includes, but is not limited to the:

- *Commercial Passenger (Road) Transport Act*
- Commercial Passenger (Miscellaneous) Regulations
- Minibus Regulations
- Private Hire Car Regulations
- Ridesharing Regulations
- Taxis Regulations.

Why have a Code?

This Code advises drivers of their responsibilities and obligations and supports the intent of applicable commercial passenger vehicle (CPV) legislation.

The Code is also designed to assist all industry members to provide a high quality service to passengers.

Conditions of operation for accredited operators, licence holders and communications and dispatch networks are outlined in relevant information bulletins, commercial vehicle licences and network conditions.

In addition to penalties applicable under relevant legislation and this Code, where a person does not demonstrate compliance with applicable laws, the Director may review that person's eligibility to continue to work in the industry. Where the Director is satisfied a person is no longer fit and proper to remain active in the industry, the Director is obligated under the Act to cancel that person's driving authority, operator accreditation, point-to-point licence and/or network approval.

If a driver has had his / her licence to drive suspended or cancelled for any reason, the suspension or cancellation also applies to the 'h' endorsement and the CPV ID Card. The 'h' endorsement may not automatically be renewed; therefore the driver may be required to make a new application to the Director including a new fit and proper assessment.

The point-to-point transport industry plays an important community role in providing safe and reliable transport options to persons who have been drinking any amount of alcohol and that the service provides a positive road safety message. Drivers are however, entitled to refuse service where they believe safety may be compromised if they convey the prospective passenger.

While all industry participants have a valuable role to play in promoting safe transport options, industry should also be mindful to the laws applicable to prescribed alcohol restricted areas and should take reasonable steps to ensure passengers with alcohol are not conveyed into these areas. Penalties apply to persons contravening laws relating to the safety and well-being of community members coming under the protection of alcohol restrictions, including confiscation of vehicles.

Who does the Code apply to?

The Code applies to all drivers in the taxi, minibus, private hire car and ridesharing industry (point-to-point transport industry) and also outlines passenger behaviour expectations:

Drivers

Drivers must hold a current NT driver licence (with 'h' endorsement) issued under section 10(2) of the *Motor Vehicles Act* and hold a current Commercial Passenger Vehicle Identity Card (CPV ID Card) issued under section 74 of the *Commercial Passenger (Road) Transport Act* (the Act).

Passengers

A passenger is a person who travels in a point-to-point transport service to undertake a journey for hire or reward.

Service Standards

The point-to-point transport industry should endeavour to ensure its drivers have the practical ability and maturity, together with a high degree of integrity and professionalism, to be able to deal with all types of people and situations. It is expected that all drivers have a working knowledge of their requirements under the *Commercial Passenger (Road) Transport Act*, the regulations they operate under, and this Code.

The driver is required to be courteous and respectful to all members of the public at all times while representing the industry, such as when operating for hire or reward or in view of the public or prospective passengers.

Passenger Requirements

Passenger Expectations

Passengers expect drivers to conduct themselves in a professional and courteous manner and to comply with all relevant legislation. Passengers also expect a high level of service in accordance with appropriate standards prescribed in this Code. These expectations include that drivers:

- are fair and honest in their treatment of passengers;
- are willing to assist passengers with luggage and parcels;
- respond to hirings in a timely manner;
- know how to use EFTPOS and Transport / Taxi Subsidy Scheme cards (if applicable);
- ensure the passenger feels safe during the hiring; and
- know the area of operation.

Passenger Behaviours

Passengers are also expected to:

- treat the driver with courtesy and respect;
- not be violent or cause annoyance to the driver or other passengers;
- not possess weapons;
- not use offensive or vulgar language;
- not damage or soil the vehicle; and
- pay the fare.

The Vehicle

All Commercial Passenger Vehicles are required to meet the relevant in-service maintenance standards located on the website nt.gov.au.

Accredited operators and licence holders are ultimately responsible for ensuring their vehicles are maintained in a safe and roadworthy condition at all times and should have implemented systems to manage vehicle standards.

Drivers must ensure the vehicle they drive is in a safe condition. Drivers should conduct routine visual checks of any vehicle they intend to drive prior to the start of each shift. Although it is not mandatory or part of the Code, drivers should as a matter of good practice check the items listed on the template vehicle checklist at Appendix A to this Information Bulletin.

Resources

Listed below are resources that may provide assistance to you.

Commercial Passenger Vehicle Information

Information Bulletins & Forms: <https://nt.gov.au/driving/industry/>

Legislation: <https://legislation.nt.gov.au/>

Motor Vehicle Registry Information

Information Bulletins and Forms: <https://nt.gov.au/driving>

Important

This Information Bulletin is a guide only and contains general information and requirements in relation to the CPV industry. This document should not be regarded as a strict interpretation of Northern Territory law and In-Service Maintenance Standards.

| Contact Details | |
|--------------------------------------|--|
| Commercial Passenger Vehicles Branch | |
| Telephone: | 08 8924 7580 |
| Email: | cpv.admin@nt.gov.au |
| Web: | cpv.nt.gov.au |
| Postal Address: | GPO Box 2520, Darwin NT 0801 |

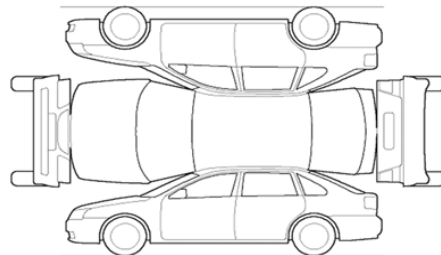
Appendix A – Vehicle Pre-Start Checklist Template

Operator Name: Vehicle Plate Number:.....
 Driver Name: CPV ID Card Number:.....
 Licence Number: Odometer Reading:
 Date Checked: Time checked (am/pm):

| External Visual Checks | Internal Visual and Operational Checks |
|---|---|
| <input type="checkbox"/> Vehicle is washed and in a clean condition Comment | <input type="checkbox"/> Interior of vehicle is clean and free of rubbish Comment |
| <input type="checkbox"/> Checked for panel body damage (as shown on diagram) Comment | <input type="checkbox"/> Vehicle does not have any offensive odours Comment |
| <input type="checkbox"/> Tyres have sufficient tread and correct pressures Comment | <input type="checkbox"/> Vehicle air conditioning is working Comment |
| <input type="checkbox"/> Wiper blades are in good condition Comment | <input type="checkbox"/> Taximeter and EFTPOS is working correctly (if applicable) Comment |
| <input type="checkbox"/> Taxi dome and tariff lights are working correctly (taxis only) Comment | <input type="checkbox"/> Network dispatch computer is working Comment |
| <input type="checkbox"/> External aerials and fittings are secure Comment | <input type="checkbox"/> Check security system and duress alarm (if applicable) Comment |
| <input type="checkbox"/> Correct information displayed - CVL label, number decal, security camera stickers, Braille labels (if applicable) Comment | <input type="checkbox"/> Check upholstery / seat covers for cleanliness and damage Comment |
| <input type="checkbox"/> All vehicle lighting works e.g. headlights/indicators Comment | <input type="checkbox"/> Wheelchair lift is operating correctly (if applicable) Comment |

Indicate external observations on diagram

Additional comments:



Faults as listed have been reported to (Name):
 of Position/Company: on date / /20.....
 Driver's signature: Date / /20.....

Taxi Code of Conduct

This Code of Conduct has been approved under section 72 of the *Commercial Passenger (Road) Transport Act*. Taxi drivers are required to adhere to this Code of Conduct at all times when operating a taxi that is available for hire or reward.

Taxi drivers must:

1. Be polite and courteous to all passengers and provide all reasonable assistance in loading and unloading luggage and parcels. Consideration will be given to drivers having an assessed disability which restricts them from handling luggage and goods.
2. Behave in a professional and responsible manner at all times. A driver must not behave in a manner that would have any negative affect on the reputation of the industry.
3. Act with civility and propriety to Government officers performing their duties.
4. Be understanding and sensitive to passengers with special needs, including the needs of people with disabilities. This may include assisting with loading and unloading passenger belongings and assisting with seatbelts and doors.
5. Demonstrate a high degree of driver competence and skill and, as far as is practical, drive in a safe and defensive manner such that the passengers are afforded a ride in which they feel safe.
6. Be physically capable of performing the driving task at any time of operating, i.e. not unduly affected by fatigue or medically unwell.
7. When driving a multiple purpose taxi (MPT), provide a priority service to a person in a wheelchair. Priority service means immediately proceeding to take up a hiring by a person in a wheelchair and picking up the person before accepting any other hiring.
8. Notify the communications and dispatch network when an MPT is not available for hire or reward during any shift. Notification by the driver must occur at the start and at the end of the period that the MPT is not available for hire or reward.
9. Not park or rank in a disabled bay.
10. Comply with Northern Territory and Interstate Transport / Taxi Subsidy Scheme (NTTSS) conditions.
11. Never allow members to use their entitlements under the NTTSS in conjunction with any other Government assistance scheme, e.g. they cannot use their NTTSS entitlements if using any entitlements under the National Disability Insurance Scheme (NDIS) or mobility allowance scheme.
12. When processing a payment with the NTTSS, check the picture on the NTTSS Smartcard to ensure it matches the passenger (the member of the scheme) being carried in the vehicle.
13. At the end of each journey, return the Smartcard to the member of the scheme, or the member's carer. Under no circumstances should a driver retain any NTTSS card at the end of any journey.
14. In the event that the EFTPOS terminal is faulty or off-line, process the NTTSS payment amount using an approved NTTSS emergency docket. A driver is not permitted to use an emergency docket if the Smartcard has expired, has insufficient funds available or is damaged. Emergency dockets can only be used in situations where the system is down or the taxi equipment has failed and the failure can be substantiated.
15. Report a faulty EFTPOS terminal to the operator of the taxi as soon as practical.
16. Where an EFTPOS terminal is faulty and the driver does not have use of NTTSS emergency dockets, not process more than 50% payment of the fare from the member.
17. Accept interstate Transport / Taxi Subsidy Scheme vouchers.

18. Be able to give and count back correct change at the end of the hiring and have sufficient change to do so to the value of \$50.
19. Engage the taximeter whenever the taxi is operating for hire or reward and has more than one person (driver being one person) in the taxi, unless otherwise approved by the Director.
20. Where a taxi is not being operated for hire or reward, notify the network, turn off the taximeter and any computer dispatch system, and cover the taxi dome light from view.
21. Visually check the taxi prior to each shift. Any fault must be reported to the operator. A driver must not drive a taxi which is in an unsafe condition.
22. Never use a communication device, including a mobile phone, to coordinate or control any other commercial passenger vehicle (CPV), including the use of a hands free device.
23. Never use a communication device, including a mobile phone, for personal conversations at any time when carrying passengers, including the use of a hands free device.
24. Never hold or take any passenger's cash as credit in advance for future journeys, booked or otherwise, unless a tax invoice / receipt is issued.
25. Never hold or take any form of passenger's credit / debit or savings cards, or other electronic cash transaction card including the NTTSS Smartcard, for any reason other than handling a card during the process of performing a transaction for the payment.
26. Never hold or take any item or goods as bond until the passenger has furnished the driver with the prescribed fee as noted on the taximeter, unless a tax invoice / receipt for that item is issued and the network is notified.
27. As soon as practical give written notice to the Registrar if he/she is charged with, or convicted of, a disqualifying offence, or has been convicted of any other offence before the court.
28. Never log into, or operate under, a network using another person's details. This includes using another person's network allocated personal identification number (PIN) or any other unique identifier.
29. When requesting pre-payment of a taxi fare in accordance with legislation, only request an amount not more than the corresponding journey identified in the approved Pre-payment Scheme Fare Schedule (fare estimator).
30. Carry a copy of the approved Pre-payment Scheme Fare Schedule in his or her taxi when processing, or intending to process, a pre-payment and must make the schedule available to any pre-paying hirer upon request.
31. Comply with the Taxi Regulations and not prevent or hinder any other CPV driver from obtaining a hiring in any way.
32. Never conduct any business or commercial enterprise including the promotion, sale or purchase of services or goods not directly associated with the provision of a taxi service at any time while on duty or driving / operating a taxi for hire or reward.

Minibus Code of Conduct

This Code of Conduct has been approved under section 72 of the *Commercial Passenger (Road) Transport Act*. Minibus drivers are required to adhere to this Code of Conduct at all times when operating a minibus that is available for hire or reward.

Minibus drivers must:

1. Be polite and courteous to all passengers.
2. Behave in a professional and responsible manner at all times. A driver must not behave in a manner that would have any negative affect on the reputation of the industry.
3. Act with civility and propriety to Government officers performing their duties.
4. Be understanding and sensitive to passengers with special needs, including the needs of people with disabilities. This may include assisting with loading and unloading passenger belongings and assisting with seatbelts and doors.
5. Demonstrate a high degree of driver competence and skill and, as far as is practical, drive in a safe and defensive manner such that the passengers are afforded a ride in which they feel safe.
6. Ensure they are physically capable of performing the driving task at any time of operating, i.e. not unduly affected by fatigue or medically unwell.
7. When driving a wheelchair accessible minibus (WAM), provide a priority service to a person in a wheelchair. Priority service means immediately proceeding to take up a hiring by a person in a wheelchair and picking up the person before accepting any other hiring.
8. Notify the communications and dispatch network when a WAM is not available for hire or reward during any shift. Notification by the driver must occur at the start and at the end of the period that the WAM is not available for hire or reward.
9. Not park or rank in a disabled bay.
10. Comply with Northern Territory and Interstate Transport / Taxi Subsidy Scheme (NTTSS) conditions.
11. Not allow members to use their entitlements under the NTTSS in conjunction with any other Government assistance scheme, e.g. they cannot use their NTTSS entitlements if using any entitlements under the National Disability Insurance Scheme (NDIS) or mobility allowance scheme.
12. Check the picture on the NTTSS Smartcard to ensure it matches the passenger (the member of the scheme) being carried in the vehicle.
13. At the end of the journey, return the Smartcard to the member of the scheme, or the member's carer. Under no circumstances should a driver retain any NTTSS card at the end of any journey.
14. In the event that the EFTPOS terminal is faulty or off-line, process the NTTSS payment amount using an approved NTTSS emergency docket. A driver is not permitted to use an emergency docket if the Smartcard has expired, has insufficient funds available or is damaged. Emergency dockets can only be used in situations where the system is down or the equipment has failed and the failure can be substantiated.
15. Report the faulty EFTPOS terminal to the operator of the minibus as soon as practical.
16. Where an EFTPOS terminal is faulty and the driver does not have use of NTTSS emergency dockets, not process more than 50% payment of the fare from the member.
17. Accept interstate Transport / Taxi Subsidy Scheme vouchers.
18. Visually check the minibus prior to each shift. Any fault must be reported to the operator. A driver must not drive a minibus which is in an unsafe condition.

19. Never use a communication device, including a mobile phone, to coordinate or control any other commercial passenger vehicle (CPV), including the use of a hands free device.
20. Never hold or take any passenger's cash as credit in advance for future journeys, booked or otherwise, unless a tax invoice / receipt is issued.
21. Never hold or take any form of passenger's credit / debit or savings cards, or other electronic cash transaction card including the NTTSS Smartcard, for any reason other than handling a card during the process of performing a transaction for the payment.
22. Never hold or take any item or goods as bond until the passenger has furnished the driver with the prescribed fee as noted on the fare schedule, unless a tax invoice / receipt for that item is issued and the network is notified if applicable.
23. As soon as practical give written notice to the Registrar if he/she is charged with, or convicted of, a disqualifying offence, or has been convicted of any other offence before the court.
24. Not log into, or operate under, a network using another person's details. This includes using another person's network allocated personal identification number (PIN) or any other unique identifier.
25. Comply with the Minibus Regulations and not prevent or hinder any other CPV driver from obtaining a hiring in any way.

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Private Hire Car Code of Conduct

This Code of Conduct has been approved under section 72 of the *Commercial Passenger (Road) Transport Act*. Private hire car drivers are required to adhere to this Code of Conduct at all times when operating a private hire car that is available for hire or reward.

Private hire car drivers must:

1. Be polite and courteous to all passengers.
2. Behave in a professional and responsible manner at all times. A driver must not behave in a manner that would have any negative affect on the reputation of the industry.
3. Act with civility and propriety to Government officers performing their duties.
4. Be understanding and sensitive to passengers with special needs, including the needs of people with disabilities.
5. Demonstrate a high degree of driver competence and skill and, as far as is practical, drive in a safe and defensive manner such that the passengers are afforded a ride in which they feel safe.
6. Ensure they are physically capable of performing the driving task at any time of operating, i.e. not unduly affected by fatigue or medically unwell.
7. When driving a multiple purpose vehicle (MPV), provide a priority service to a person in a wheelchair. Priority service means immediately proceeding to take up a hiring by a person in a wheelchair and picking up the person before accepting any other hiring.
8. Notify the operator or the communications and dispatch network if applicable, when an MPV is not available for hire or reward during any shift. Notification by the driver must occur at the start and at the end of the period that the MPV is not available for hire or reward.
9. Not park or rank in a disabled bay.
10. Where a vehicle offers this service, comply with Northern Territory and Interstate Transport / Taxi Subsidy Scheme (NTTSS) conditions.
11. Not allow members to use their entitlements under the NTTSS in conjunction with any other Government assistance scheme, e.g. they cannot use their NTTSS entitlements if using any entitlements under the National Disability Insurance Scheme (NDIS) or mobility allowance scheme.
12. Check the picture on the NTTSS Smartcard to ensure it matches the passenger (the member of the scheme) being carried in the vehicle.
13. At the end of the journey, return the Smartcard to the member of the scheme, or the member's carer. Under no circumstances should a driver retain any NTTSS card at the end of any journey.
14. In the event that the EFTPOS terminal is faulty or off-line, process the NTTSS payment amount using an approved NTTSS emergency docket. A driver is not permitted to use an emergency docket if the Smartcard has expired, has insufficient funds available or is damaged. Emergency dockets can only be used in situations where the system is down or the equipment has failed and the failure can be substantiated.
15. Report the faulty EFTPOS terminal to the operator of the private hire car as soon as practical.
16. Where an EFTPOS terminal is faulty and the driver does not have use of NTTSS emergency dockets, not process more than 50% payment of the fare from the member.
17. Accept interstate Transport / Taxi Subsidy Scheme vouchers.
18. Visually check the private hire car prior to each shift. Any fault must be reported to the operator. A driver must not drive a private hire car which is in an unsafe condition.

19. Never use a communication device, including a mobile phone, to coordinate or control any other commercial passenger vehicle (CPV), including the use of a hands free device.
20. Never use a communication device, including a mobile phone, for personal conversations at any time when carrying passengers, including the use of a hands free device.
21. Never hold or take any passenger's cash as credit in advance for future journeys, booked or otherwise, unless a tax invoice / receipt is issued.
22. Never hold or take any form of passenger's credit / debit or savings cards, or other electronic cash transaction card including the NTTSS Smartcard, for any reason other than handling a card during the process of performing a transaction for the payment.
23. Never hold or take any item or goods as bond until the passenger has furnished the driver with the prescribed fee as noted on the fare schedule, unless a tax invoice / receipt for that item is issued and the network is notified.
24. As soon as practical give written notice to the Registrar if he/she is charged with, or convicted of, a disqualifying offence, or has been convicted of any other offence before the court.
25. Not log into, or operate under, a network (if applicable) using another person's details. This includes using another person's network allocated personal identification number (PIN) or any other unique identifier.
26. Comply with the Private Hire Car Regulations and not prevent or hinder any other CPV driver from obtaining a hiring in any way.

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Ridesharing Code of Conduct

This Code of Conduct has been approved under section 72 of the *Commercial Passenger (Road) Transport Act*. Rideshare drivers are required to adhere to this Code of Conduct at all times when operating a rideshare vehicle that is available for hire or reward.

Rideshare drivers must:

1. Be polite and courteous to all passengers.
2. Behave in a professional and responsible manner at all times. A driver must not behave in a manner that would have any negative affect on the reputation of the industry.
3. Act with civility and propriety to Government officers performing their duties.
4. Be understanding and sensitive to passengers with special needs, including the needs of people with disabilities. This may include assisting with loading and unloading passenger belongings and assisting with seatbelts and doors.
5. Demonstrate a high degree of driver competence and skill and, as far as is practical, drive in a safe and defensive manner such that the passengers are afforded a ride in which they feel safe.
6. Ensure they are physically capable of performing the driving task at any time of operating, i.e. not unduly affected by fatigue or medically unwell.
7. When driving a multiple purpose vehicle (MPV), provide a priority service to a person in a wheelchair. Priority service means immediately proceeding to take up a hiring by a person in a wheelchair and picking up the person before accepting any other hiring.
8. Notify the communications and dispatch network when an MPV is not available for hire or reward during any shift. Notification by the driver must occur at the start and at the end of the period that the MPV is not available for hire or reward.
9. Not park in a disabled bay.
10. Where a vehicle offers this service, comply with Northern Territory and Interstate Transport / Taxi Subsidy Scheme (NTTSS) conditions.
11. Not allow members to use their entitlements under the NTTSS in conjunction with any other Government assistance scheme, e.g. they cannot use their NTTSS entitlements if using any entitlements under the National Disability Insurance Scheme (NDIS) or mobility allowance scheme.
12. Check the picture on the NTTSS Smartcard to ensure it matches the passenger (the member of the scheme) being carried in the vehicle.
13. At the end of the journey, return the Smartcard to the member of the scheme, or the member's carer. Under no circumstances should a driver retain any NTTSS card at the end of any journey.
14. In the event that the EFTPOS terminal is faulty or off-line, process the NTTSS payment amount using an approved NTTSS emergency docket. A driver is not permitted to use an emergency docket if the Smartcard has expired, has insufficient funds available or is damaged. Emergency dockets can only be used in situations where the system is down or the equipment has failed and the failure can be substantiated.
15. Report the faulty EFTPOS terminal to the licence holder of the rideshare vehicle as soon as practical.
16. Where an EFTPOS terminal is faulty and the driver does not have use of NTTSS emergency dockets, not process more than 50% payment of the fare from the member.
17. Accept interstate Transport / Taxi Subsidy Scheme vouchers.
18. Visually check the rideshare vehicle prior to each shift. Any fault must be reported to the licence holder. A driver must not drive a rideshare vehicle which is in an unsafe condition.

19. Never use a communication device, including a mobile phone, to coordinate or control any other commercial passenger vehicle (CPV), including the use of a hands free device.
20. Never use a communication device, including a mobile phone, for personal conversations at any time when carrying passengers, including the use of a hands free device.
21. Never hold or take any passenger's cash as credit in advance for future journeys, booked or otherwise, unless a tax invoice / receipt is issued.
22. Never hold or take any form of passenger's credit / debit or savings cards, or other electronic cash transaction card including the NTTSS Smartcard, for any reason other than handling a card during the process of performing a transaction for the payment.
23. Never hold or take any item or goods as bond until the passenger has furnished the driver with the prescribed fee as noted on the fare schedule, unless a tax invoice / receipt for that item is issued and the network is notified.
24. As soon as practical give written notice to the Registrar if he/she is charged with, or convicted of, a disqualifying offence, or has been convicted of any other offence before the court.
25. Not log into, or operate under, a network using another person's details. This includes using another person's network allocated personal identification number (PIN) or any other unique identifier.
26. Comply with the Ridesharing Regulations and not prevent or hinder any other CPV driver from obtaining a hiring in any way.

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