



## Staying safe in taxis

### Tips and advice for staying safe when using taxis

There are two main types of taxis that may be of use to you:

#### **Conventional taxis**

Conventional taxis offer a higher level of assistance and drivers who are trained.

#### **Wheelchair accessible taxis (WATs)**

WATs offer a 24 hour door-to-door accessible and affordable transport service specifically for people with severe and permanent disabilities.

These vehicles can accommodate passengers with wheelchairs and on scooters.

Wheelchairs and scooters have to be securely restrained to the floor of WATs plus an additional safety belt around the wheelchair user as movements in WATs are common.

#### **Wheelchair accessible taxis - safety tip**

When using wheelchair accessible taxis, check that your mobility aid is securely fastened and the power switch is off.

#### **Booking a taxi**

##### **Plan ahead and pre-book**

Consider pre-booking your taxi and allow ample time to get to your destination.

Weather conditions and unforeseen road conditions can delay your trip. It's better to get there early than miss your appointment.

You can use this link for more information:

<http://www.taxi.vic.gov.au/passengers/taxi-passengers/how-to-catch-a-taxi/taxi-companies>

##### **Use licensed and accredited taxi drivers**

All taxi drivers must display their driver identity card which shows the driver's accreditation number, accreditation expiry date and photograph of the driver.

If your driver is not the same person in the photo ID you can refuse to take the taxi.

You can use this link to view the accreditation of taxi drivers:

<http://www.taxi.vic.gov.au/passengers/taxi-passengers/public-register>

## Hailing a taxi

### Take note of the taxi registration number

The taxi registration number is on the front and back number plates and also displayed in large print on either side of the vehicle.

This is the 'M' number on the taxi. For those who are visually impaired, this is displayed as a BRAILLE strip on each passenger door.

### Use safe city taxi ranks

These locations are well lit and may be monitored by closed circuit television (CCTV).

### Using your Taxi Member Card

Most people with disability carry a Taxi Member Card to receive a fare subsidy and no lifting fee. This is commonly misused by drivers when not returned. Always ensure your Taxi Member card is returned to you at the end of your trip.

## Making a complaint

When making a complaint it is useful to have as many details of the taxi and your journey as possible. These details will be on your receipt

Complaints can be made directly to the taxi operator or to:

### Taxi Services Commission

Website: <http://www.taxi.vic.gov.au/about-us/feedback-form>

Phone: 1800 638 802 (toll-free)

TTY: 1800 555 677

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## Contact us

You can also request support from Yooralla's Customer Rights and Empowerment team at [yooralla@yooralla.com.au](mailto:yooralla@yooralla.com.au) or call **03 9666 4500**.

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### Need language help?

Contact the Translating and Interpreting Service (TIS) on 13 14 50

## Travelling in a taxi - safety tips

- **Only agree to share your taxi with someone you know**
- **Sit in the back**  
This ensures a safe distance is maintained.
- **Keep conversation polite**  
Talk about everyday events not personal matters.
- **Alert a friend or family member**  
Give someone the taxi registration number and get them to wait for you at your destination.
- **Ask for a printed electronic receipt**  
This provides you with the taxi and taxi company details which can be retraced if necessary.
- **Have your house keys ready**  
If you trust the driver, ask them to wait until they see you enter your home before leaving.
- **Trust your instincts**  
Take another taxi if you feel uncomfortable with the one that arrives or stops for you. If you feel unsafe, call the police (000).

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