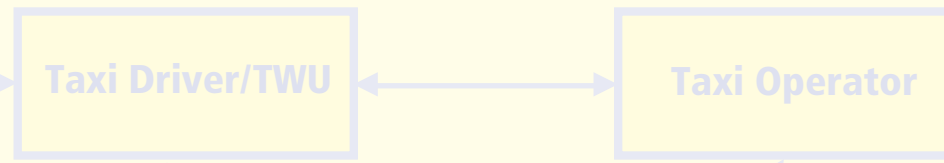


# TAXI INDUSTRY OHS RESOLUTION PROTOCOLS

## Step 1

The driver should first notify the operator of any Occupational Health & Safety (OHS) issue that they feel needs addressing.

Drivers have the right to choose to involve the TWU to assist in their representation at any time and have a right to take the matter to WorkCover before raising the issue with the taxi operator but WorkCover, in most cases, will still follow these procedures in the interests of satisfactory resolution.



## Step 2

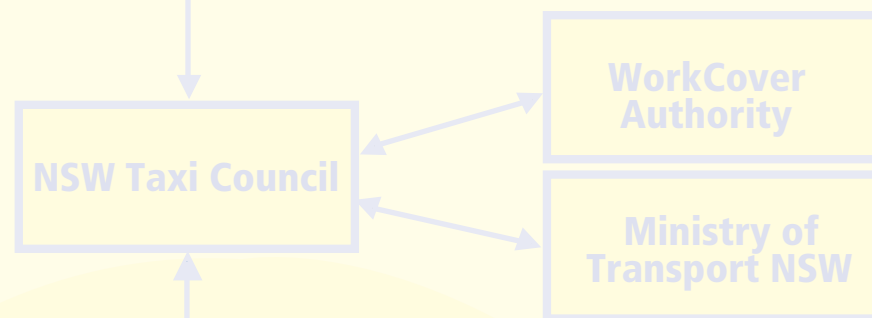
If the issue cannot be resolved between the driver and the operator then the matter should be referred to the nominated Officer or OHS Committee of the Network.



## Step 3

If the Network is unable to satisfactorily address the issue then, following consultation with the taxi operator and driver, the matter should be raised with the NSW Taxi Council.

The Taxi Council may seek advice from WorkCover Authority and / or Ministry of Transport and try to resolve the issue.



## Step 4

If the issue cannot be satisfactorily resolved then the matter will be referred to the WorkCover Authority.

At any point WorkCover may be asked to intervene if the matter is of a critical nature or presents an immediate and serious threat to health and safety.



### Further information can be obtained from:

#### WorkCover NSW

The WorkCover Assistance Service.

- Phone number: 13 10 50.
- Address: 92-100 Donnison Street Gosford NSW 2250.
- WorkCover website at [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au).
- One of WorkCover's local offices located throughout NSW

You can also fax through requests for publications to WorkCover on fax number 02 9370 5999. The WorkCover Assistance Service is set up to provide assistance, answer queries and take requests for information on the *OHS Regulation 2001*.

Requests for advice via the WorkCover Website will be sent directly to the WorkCover Assistance Service.

WorkCover has also developed a database of frequently asked questions (FAQs), which is available on the WorkCover Website.

#### Transport Workers Union

- Street address: 31 Cowper Street, Parramatta 2124
- Postal address: PO Box 649, Parramatta 2124
- Contact no: (02) 9912 0700
- Email: [info@nsw.twu.com.au](mailto:info@nsw.twu.com.au)

#### NSW Taxi Council

- Street address: 152 Riley St, East Sydney NSW 2010
- Postal address: PO Box 1249, Darlinghurst NSW 1300
- Phone number: (02) 9332 1266
- Fax number: (02) 9360 1675
- Email: [info@nswtaxi.org.au](mailto:info@nswtaxi.org.au)
- Website: [www.nswtaxi.org.au](http://www.nswtaxi.org.au)

#### Transport Operations Division, Ministry of Transport NSW

- Street address: 16-18 Wentworth Street, Parramatta 2124
- Postal address: Locked Bag 5310, Parramatta 2124
- Taxi feedback Hotline: 1800 648 478 or 131 500
- Enquiries: (02) 9689 8888

Produced by the NSW Taxi Council with assistance from Workcover NSW in consultation with the Transport Workers Union.