

60 SECONDS WITH... LYN DOHERTY

HOW LONG HAVE YOU BEEN IN THE TAXI INDUSTRY AND IN WHAT ROLES?

I started out as a telephonist in the radio room in 1991, but since then I have worn many hats at CCN. I have worked for Zero200 taking and despatching WATS work, and I was one of the first women to work as a despatch operator back in the days when work was dispatched manually after physically measuring where the closest car was. I also dabbled in customer service before I found my niche in training. Now I manage Taxi Training Australia and feel very at home with the role.

WHAT COURSES DO YOU TEACH?

Most people don't know that we run the TaxiCare Plus courses for people to get a Driver Authority but I have been running these courses at TTA since 2001. It's always interesting to watch people's reaction when they realise how much work actually goes into getting a Driver Authority – some people seem to think you just hand over the cash and walk out a taxi driver.

We also hold a range of other courses – dispatch workshops, safety equipment, executive workshops for those seeking to be a Silver Service driver, and there are also educational courses like those on the GST and taxation compliance.

Of course we run a range of courses for our staff here as well on everything from induction and OH&S to counselling staff.

TELL US ABOUT YOUR FAMILY?

My parents and sister don't live in Sydney. Fortunately my partner works in the evenings so she doesn't nag me for not getting home until late each night. Of course, my cat makes up for that by complaining loudly that he hasn't been fed yet.

FAVOURITE FOOD?

I had to pick something it would be quality sashimi – raw seafood is delicious.

FAVOURITE MUSIC?

I have very eclectic taste in music but I'm really a dag at heart – I love musicals and show tunes.

FAVOURITE HOLIDAY DESTINATION?

I very rarely go back to the same place twice. I've driven a campervan around Australia and New Zealand, backpacked my way around Europe and America and visited India and Sri Lanka. I think my next holiday destination should be around South East Asia, but I haven't chosen where yet.

WHAT DO YOU DO TO UNWIND?

Cook or read.

IF THERE WAS ONE THING YOU WOULD CHANGE IN THE TAXI INDUSTRY, WHAT WOULD IT BE?

I know it's a dog eat dog world but I'd like to get everyone working together. A lot of the time we forget that what we do now will affect the rest of the Industry and ourselves tomorrow.

