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Management Procedures

NO.	RISK	WHAT TO DO	FOLLOW UP BY WHOM	BY WHEN	FURTHER ACTION	WHERE TO REPORT
1	Incident Reporting	driver must report to taxi guru we are here to help taking necessary steps	Nurul Polash	time of reporting	As Required	info@taxiguru.org.au
2	Feedback Register concern/complaints advise/complements	we maintain feedback register linked with our website taxiguru.org.au for drivers and passengers	Nurul Polash	time of reporting	As Required	info@taxiguru.org.au
3	Action Taken	we maintain file for each case details/findings/solutions/conclusions	Nurul Polash	ASAP	As Required	info@taxiguru.org.au
4	Vehicle Safety	Driver Training Ask for Current Roadworthy Certificates	Nurul Polash	At the time of registration	always keep documents up to date	info@taxiguru.org.au
5	Vehicle Break-down	Driver Training	Nurul Polash	At the time of registration	As required	info@taxiguru.org.au
6	Toxic Passenegr High Risk Passenger Violent Passenger Not paying Passenger	Driver Training	Nurul Polash	At the time of Registration	on going training	info@taxiguru.org.au
7	Occupational violences/conflicts	Driver Training	Nurul Polash	At the time of registration	on going training	info@taxiguru.org.au
8	Equipments Training (wheel chair/meter/ camera/eftpos etc)	Driver Training Ask for proper accreditation (WAT)	Nurul Polash	At the time of registration	check for update when expired	info@taxiguru.org.au



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9	Data	we keep all data for upto 5 yrs report as required by compliances	Nurul Polash	on going by management	always keep up to date	info@taxiguru.org.au
10	Monitoring	Drivers documentation Driver Training on going Vehicle Documentations complaints/compliances	Nurul Polash	on going by management	always keep up to date	info@taxiguru.org.au
11	Health and well-being	quarterly check with drivers driver must report if any changes	Nurul Polash	at the time of registration	quarterly check terms and conditions declaration	info@taxiguru.org.au
12	Working Conditions	driver must report about working conditions like how many hours/ multiple jobs must comply with fatigue management	Nurul Polash	at the time of registration	login/log out times terms and conditions declarations	info@taxiguru.org.au
13	Reportable Incident Incident with injury/death Emergency services involved	driver must report to taxi guru and taxi guru will take necessary steps	Nurul Polash	at the time of incident	report to CPVV within 10 days	info@taxiguru.org.au info@cpv.vic.gov.au
14	Further Training knowlege improvement	if taxi guru received any report/concern (services/vehicle/equipment handling) (lack of understanding code of conduct)	Nurul Polash	at the time of feedback received	discuss the issues and provide with further training	info@taxiguru.org.au
15	Industry Update	provide training and discuss about industry update and changes	Nurul Polash	at the time of industry update	discuss the update and aware them	info@taxiguru.org.au