

# 13CABS

**DRIVER AND OPERATOR NEWSLETTER**

**May 2013**

## Changes to the Road Safety Act

Find out how the changes could affect you and your business

### Client Services News

Melbourne IVF  
Holmesglen O week  
Pullman and Mercure  
Chelsea Heights  
Safe Taxi Rank



### VTD News

Important reminders for when you renew your DC

**PLUS: General News, Driver Services, Training, VTD News, Hot Spots and More!**

# From the COO

We would like to hear your stories or encounters with Tiger Team. If you've had an experience with Tiger Team or would like to share your opinion please email us at [tigerteam.feedback@13CABS.com.au](mailto:tigerteam.feedback@13CABS.com.au).

The Road Safety Amendment (Operator Onus) Bill 2012 has passed in both the Legislative Assembly and the Legislative Council. This month we have included a summary of how the Bill will affect Cab Operators and Drivers. Please take the time to familiarise yourself with the changes.

Due to limited staff availability at the VTD, we remind you that your Driver Accreditation renewals should be submitted at least 10 business days prior to the expiry date. This will ensure you are not disrupted from working if you do not receive your updated Driver Certificate in time.

Read on for more information regarding the Road Safety Amendment, VTD Driver Accreditation renewals, Tiger Team tales and more.

**Stuart Overell**

Chief Operating Officer 13CABS

## Page Contents

<b>2 - 4</b>	News
<b>5 - 6</b>	Driver Services / Training
<b>7</b>	VTD News
<b>8</b>	Car Sales
<b>9</b>	Taxi Tech Services
<b>10</b>	Client Services
<b>11</b>	Driver Support
<b>12</b>	Hotspots
<b>13</b>	Driver / Staff Profile
<b>14</b>	Rachin's Riddle / Whats On

**Oakleigh** Head Office  
35 Downing Street  
Oakleigh VIC 3166  
☎ 9277 3700  
📠 9277 3800

**Preston** Northern Office  
1A Bell Street  
Preston VIC 3072  
☎ 9480 0377  
📠 9480 2151

**North Melbourne** City Office  
Level 1, 199 Arden Street  
North Melbourne VIC 3051  
☎ 9329 6377  
📠 9326 4429

**To advertise** your business in the 13CABS Driver and Operator Newsletter call Simon Purssey, Marketing and Client Services Manager on **9277 3427**

All rights reserved. No portion of this newsletter may be reproduced electronically, mechanically or by any other means, including photocopying, without the written permission of 13CABS.

## Changes to the Road Safety Act

There have been changes to the Road Safety Act 1986 that are relevant to Cab Operators and Drivers.

The changes relate to part 6AA of the Road Safety Act 1986 covering the Operator onus system. This system states that Operators are registered as having possession of the vehicle if they receive infringement notices generated for their cab.

It is up to Operators to ensure accurate records are kept and nominate the Driver that was in the cab at the time of the offence.

Keeping accurate records of who is driving is extremely important. Changes implemented in the Road Safety Amendment (Operator Onus) Bill 2012 increase penalties for Operators found guilty of Operator onus offences.

With these changes:

- if the incorrect Driver is nominated, that Driver can no longer renominate
- the incorrectly nominated Driver must lodge a nomination rejection statement
- the Operator must update their records to the correct Driver
- once the records are updated the Operator can nominate the correct Driver

Unknown user statements will no longer be accepted from Operators or Drivers for infringement notices received by cabs.

**For further information call the Victorian Taxi Association on 9676 2635**



## Chelsea Heights Hotel Safe Cab Rank



The Chelsea Heights Hotel will begin operating a staffed safe rank in May. The safe rank will operate on Sunday mornings from 1.30am. Before passengers are allocated to a cab on the safe rank, staff members will collect their:

- name
- address
- license number
- date of birth

Once passengers are allocated a cab, the staff members will note the cab number and time the passengers began their trip.

For your safety, ensure you only pick up from the safe rank at the Chelsea Heights Hotel. Avoid picking passengers up from other areas of the hotel unless you receive a booking on your dispatcher.

The Chelsea Heights Hotel is located on the corner of Wells Road and Springvale Road in Chelsea Heights.

## Tiger Team Tales

"First of all I am very thankful to 13CABS which introduced the Tiger Team. All Drivers really needed this kind of security.

As everyone knows on weekends people are usually drunk and sometimes very hard to control. After Tiger Team the Drivers feel secure because this security is very quick and so many hassles are controlled.

I had an experience with Tiger Team when a customer had thrown up in my taxi. I called for Tigers and they came there immediately. They were very helpful. I think Victoria needs to put out some more security like Tiger Team for Taxi Drivers.

Thanks again, 13CABS."

*Manbir*



**Have you had an encounter with the Tiger Team? We'd love to hear about it! Send an email to [tigerteam.feedback@13cabs.com.au](mailto:tigerteam.feedback@13cabs.com.au)**



# Holmesglen O' Week

Holmesglen Institute of TAFE provides Certificates, Diplomas and Degrees for over 600 courses to more than 50,000 students.

During February 13CABS set up stalls for Holmesglen Orientation Week festivities at Chadstone, Moorabbin and Waverley campuses. The 13CABS stall encouraged students to pose for photos behind a wooden caricature of a cab. Students had a great time choosing from the wacky props supplied and posing for their photos.

If you would like to see more photos from Holmesglen's Orientation Week visit the 13CABS Facebook – [facebook.com/13CABS](https://facebook.com/13CABS)

For further information call Simon Purssey, Marketing and Client Services Manager on 9277 3427

## BECOME A **SHELL** GO GAS CARD HOLDER



- ✓ save on LPG costs at the pump price
- ✓ improve your cash flow with an interest free period of up to 4 weeks
- ✓ no missing receipts or the need to reimburse purchases at the end of each shift
- ✓ an optional single account each 4 weeks, showing your car number and an option to have odometer readings at time of filling, also cards can have a PIN for added security.



Call Shahzad Iqbal on **9277 3761** to start saving your time and money.  
**PRICE CHECK HOTLINE** - Call **9277 3737** for the monthly Shell Gas price

## Awareness of Other Road Users

Drivers need to take care, especially in the CBD, to remain aware of other road users. We have received a high volume of feedback regarding Cab Drivers who have had accidents or near misses with cyclists. In nearly all of the reported cases the cyclist had right of way.

It is important to remember cars are not the only vehicles using the roads. Incidents like these can be easily avoided if you ensure you remain aware of all road users around you.

## WATs Vehicles at Melbourne Airport

After dropping a HOV booking at Melbourne Airport remember to return your meter to tariff 1.

We have received feedback from passengers who have been incorrectly charged tariff 3 rates when travelling from Melbourne Airport. Upon investigation we have found that the Drivers have taken a HOV booking to Melbourne Airport and forgotten to change their tariff back.

We have also received feedback from passengers at Melbourne Airport who have not been advised they will be charged tariff 3 for their group or luggage.

It is your responsibility to inform your passengers if they will be charged tariff 3 when picking up at Melbourne Airport. Even if you are called up by the rank supervisor it remains your responsibility, not the rank supervisor's, to inform your passengers of the tariff.

Avoid being asked to attend Driver Services to discuss feedback and having to refund passengers by:

- ensuring you charge passengers the correct tariff
- inform your passengers at pickup of any applicable tariff 3 charges

**For further information call Karen Downie, Driver Services Manager on 9277 3715**



# Training Dates

	Oakleigh	Preston
<b>DC Courses</b>	Every Monday at 9am	Every Monday at 9am
<b>Advance Training Days</b>	Every second Tuesday at 9am From 07/05/13 <i>and</i> Sunday 12/05/13 at 10am	Every second Tuesday at 9am From 14/05/13
<b>PIN Sessions</b>	Every Tuesday at 6pm	<b>Not Available</b>
<b>Driver Inductions</b>	Every Friday at 9am	Every Friday at 9am

You must book for all classes and costs apply.

WATS Course information is available at Oakleigh and Preston.

**For further information or to book your place call Oakleigh on 9277 3700  
or Preston on 9480 0377**

## Reminder: 13CABS Car Park Behaviour

When visiting 13CABS Head Office in Oakleigh the speed limit is 5km within the car park boundaries.

We have received feedback regarding people endangering pedestrians by speeding and driving irresponsibly in the car park.

The Head Office car park experiences a high volume of foot traffic from Drivers, Operators, Students and Staff.

The speed limits are in place to protect pedestrians and drivers alike so act responsibly and always obey all traffic signs.



## Important information for renewing your Driver accreditation

The Accreditation and Licensing branch within the VTD has recently experienced a number of staff departures. The reduction in staffing has led to a review of the current business processes to ensure all necessary services to the industry are maintained. This includes the assessing and processing of Driver accreditation renewal applications.

In order to permit these essential services to continue, the VTD has streamlined its processes to try and make sure that resources are used efficiently and effectively and that regional and metropolitan services are managed consistently.

**As of Monday 17 December 2012, Driver accreditation renewal applications will no longer be assessed on the spot at the VTD Customer Service Centre (CSC).**

Driver accreditation renewal applications will be accepted at the CSC but will be assessed back of house.

Applicants will then receive their Driver accreditation certificate via mail within 10 business days.

Applicants can still submit their Driver accreditation renewal applications at

VicRoads offices where they will be forwarded to the VTD for assessment.

It should be noted that incomplete documentation, poor driving history, serious medical condition/s, criminal conviction/s or any other matters of concern will delay the assessment process.

Driver accreditation renewal applications are sent out at least 10 weeks in advance and the VTD urges Driver accreditation holders to submit their renewal applications to the VTD as early as possible.

Driver accreditation renewal applications will only be fast-tracked if there is a risk of service disruptions to the community. To request a service to be fast-tracked, the Network Service Provider or Operator must contact the Accreditation and Licensing branch of the VTD on 1800 638 802 and must demonstrate the potential disruption of service to the region in writing.

**For further information contact the Victorian Taxi Directorate on 1800 638 802**

**Extracted from the VTD eNews – to stay up to date with VTD releases subscribe to their eNews at [www.taxi.vic.gov.au/about-us/subscribe-for-news](http://www.taxi.vic.gov.au/about-us/subscribe-for-news)**

## Melbourne Official Visitor Guide App



the best way to explore Melbourne's hidden gems

From laneway restaurants to world class events and festivals, everything you need to know is just a tap away. Not just for visitors! The Official Visitor Guide App is perfect for Melburnians who want the best experience of their city.

Download the Official Visitor Guide App for iPhone, iPad and Android.





## 2012 Ford Falcon FG G6 Eco Lpi Sedan



# \$32,249

**or only \$200 per week!**

- taxi yellow
- dedicated LPG, taxi fit-out
- built 06/2012, 10,363kms
- VIN: 6FPAAAJGSWCK81990
- 17" alloy wheels, ABS
- dual, front, head & side airbags
- Bluetooth, iPod connectivity
- cruise control, sports suspension
- leather steering wheel
- balance of new car warranty
- detailed and in immaculate condition

## 2011 Ford Falcon FG XT Eco Lpi Sedan



# \$30,990

**or only \$192.67 per week!**

- taxi yellow
- dedicated LPG, taxi fit-out
- built 09/2011, 500kms
- VIN: 6FPAAAJGSWBT48656
- 16" alloy wheels, ABS
- dual, front, head & side airbags
- Bluetooth, USB connectivity
- brake assist, cruise control
- balance of new car warranty
- detailed and in immaculate condition

**Also Available**

**Ford Falcon FG G6E Sedan Eco Lpi for \$39,950 or \$246.10 a week  
and the Toyota Camry Hybrid for \$26,499 or \$165.89 a week**

**Sales: Matt O'Connor 9921 0280 or 0409 608 063**

**Finance & Insurance: Shahzad Iqbal 9277 3761 or 0409 506 182**

**LMCT 10473 Black Cabs Combined Car Sales Pty Ltd**

N.B. "New Car Warranty" is equal to the balance up to 100,000 kms

\* T.A.P Finance figures are based on a rate of 11.5% fixed.

Figures may vary depending on customer's credit rating as well as the age and condition of the vehicle

\* Terms and conditions apply. Fees apply. This information may be regarded as general advice.

That is, your personal objectives, needs or financial situation were not taken into account when preparing this information. Accordingly, you should consider the appropriateness of any general advice we have given you, having regard to your own objectives, financial situation and needs before acting on it.

Where the information relates to a particular financial product, you should obtain and consider the relevant product disclosure statement before making any decisions to purchase that financial product.

Black Cabs Combined Pty Ltd ABN 80 007 321 682 \*New Car Warranty depends on km's and age.

# 13CABS

**Black Cabs**



**35 Downing Street Oakleigh VIC 3166**

# TAXI TECH

## Your complete taxi maintenance, servicing and vehicle fit-out solution

### Mechanical\*

- brakes
- minor / major services
- batteries
- fluid changes
- wiper replacements
- globe replacements
- filters
- transmission servicing
- all mechanical repairs

### Tyres\*

- brand new tyres
- fitting
- wheel balancing
- wheel alignment

### Services

- fit-outs
- changeovers
- MTData equipment installations
- equipment programming
- taxi roadworthy certificates
- deinstallations
- safety screen installations
- approved Verifeye camera installers

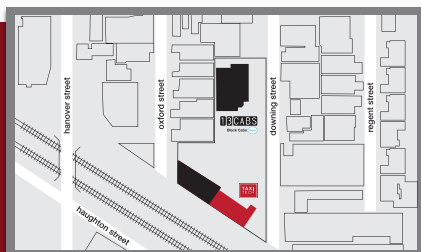
\*Oakleigh only services

## Oakleigh

35 Downing Street, Oakleigh

Open Monday to Saturday – 8.30am-4.30pm

For further information and bookings call Matt O'Connor on 9921 0280

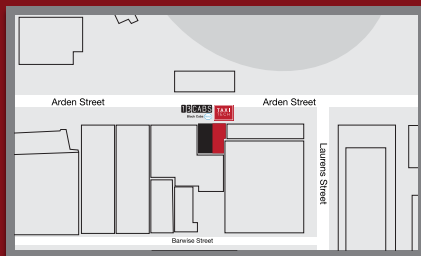


## North Melbourne

199 Arden Street, North Melbourne

Open Monday to Friday – 8am-6pm &  
Saturday – 8am-12pm

For further information and bookings call Tim Wallace on 9329 8558



# Client Services



13CABS would like to welcome its newest purple docket client Melbourne IVF. Melbourne IVF will use 13CABS to deliver their urgent medical specimens.

13CABS believes that parcel delivery has great potential to grow our industry and your earnings.

Please ensure you assist this new client by carefully following all booking instructions. If you have any questions or difficulties contact the Driver Support Channel immediately for assistance.

**For further information or to recommend potential purple docket clients call Fiona Cotte in Client Services on 9277 3711**

## Attention Operators: Purple Docket Reminder

All dockets must be lodged or cashed within 30 days of the date the job occurred. If your docket is returned to you for any reason the deadline will extend to 60 days from the date of the job.

Any docket that is lodged or cashed more than 60 days after the job will be rejected by the client and the amount deducted in full from the submitting Operator's account.

You have until 31 May 2013 to lodge or cash any old dockets. From that date onwards all dockets lodged or cashed over 60 days after the date of the job will not be paid.

Ensure you regularly collect returned dockets from the docket cashing department at any 13CABS office.

**For further information please call 13CABS Reception on 9277 3700.**

The Sebel & Citigate Albert Park Melbourne has rebranded to the internationally renowned Pullman & Mercure. The name changed on 26 February 2013.

The hotel will be undergoing a multi-million dollar refurbishment as it completes its transformation into the 5-star Pullman brand.

So remember, if your passenger asks to go to the Pullman & Mercure Melbourne, it's the former Sebel & Citigate at 65 Queens Rd, Melbourne.



**For further information call Fiona Cotte in Client Services on 9277 3711**

# Driver Support



## Plotting After No Job or Cancellation

When plotting after a no job or a cancellation, ensure you manually replot by entering the area number you were previously plotted in. If you use autoplot after no jobs or cancellations, your GPS data can sometimes autoplot you in the nearest adjacent area. Manually replotting will help you avoid losing your vacant time, and consequently your position.

## Out of Metro Area

If you receive a job that takes you out of the metropolitan area (such as Lara, Bendigo or Warragul), it's a good idea to contact the Driver Support Channel while you're still within metropolitan boundaries and give them:

- your destination
- your mobile phone number
- your estimated time of drop

By doing this, you ensure Driver Support Operators can contact you if you require any assistance while outside radio coverage.

## Time Bookings

Please take note of your booking time when arriving at prebookings.

Driver Support Operators are unable to give you a no job before the due time for prebookings. By waiting an extra couple of minutes your passengers may arrive and then you can pick them up instead of missing out.

## Contacting Query No Remote

If for some reason your dispatcher's remote isn't working, you are still able to contact the Driver Support Channel. The button to the left of your dispatcher's white LED power light can be used as a "Press To Talk" or "PTT" (see below) button for the Driver Support Channel.

This is the PTT button:



**For further information call Susan Shaw, Contact Centre Manager on 9277 3720**



# Hot Spots



- 1 Park Hotel Werribee**  
12 Watton Street Werribee  
9741 1441  
Melway Reference 205 K 8

The Park Hotel gives guests a modern twist on the classic country pub vibe. Live music fills the air on weekends providing home grown entertainment for guests enjoying their meals or a social drink in the beer gardens.

- 3 Bridge Hotel Werribee**  
197 Watton Street Werribee • 9741 3391 • Melway Reference 205 H 9

The Bridge Hotel's laid back atmosphere and pub style food gives patrons a chance to enjoy their meals in a casual dining setting. Centrally located on one of Werribee's busy shopping strips, guests are within walking distance of the Werribee railway station, several banks, beauty salons and a variety of other stores.

- 4 Deer Park Hotel**  
760 Ballarat Rd Deer Park • 9363 1114  
Melway Reference 25 H 8

Deer Park Hotel is a member of the Australian Leisure and Hospitality Group which has operated since 1974 and upholds high levels of service in the hospitality industry. Guests to the Deer Park Hotel can enjoy bistro dining, TAB gaming and the convenience of a function space for corporate or social events.



# Staff Profile



**Shahzad Iqbal**

**What is your role at 13CABS?**

Part of the Fleet Services Team, I'm the Finance and Insurance Products Manager.

**How long have you worked at 13CABS?**

4 years.

**What do you enjoy most about your job?**

There's so much variety, you just don't know what you're going to get to do on a day to day basis. I'm also surrounded by great people who make it a pleasure to come to work every day.

**What do you like to do in your spare time?**

I spend a lot of time with my family. On weekends I enjoy having a hit of the ball playing cricket or badminton.

**What is your favourite movie?**

Gladiator.

**What is your favourite book?**

I'm not a big reader but I like sports magazines. I really enjoyed reading Line and Strength: The Complete Story by Glenn McGrath. Another book I finished recently was The Kite Runner by Khaled Hosseini which was recommended to me by a friend. It gave me a greater understanding of Afghanistan, a country that neighbours Pakistan where I grew up.

**If you could have dinner with any celebrity who would it be?**

Imran Khan or Sally Pearson.

# Driver Profile



**Tezera Bekele**

**How long have you driven cabs?**

11 years.

**What do you enjoy most about your job?**

I love making friends with my passengers and meeting new people.

**What is your favourite movie?**

The Bridges of Madison County.

**What is your favourite book?**

I enjoy reading science fiction books.

**Do you play any sports?**

I play soccer, the real football, with my kids.

**Are there any sports you haven't tried but would like to?**

I'd like to try car racing. Once I picked up Michael Schumacher in my cab!

**What is the best live performance you've ever seen?**

The Lion King Musical.

**Do you have a favourite place in Melbourne?**

My home.

**Do you speak any languages, besides English?**

Yes, I speak four languages.

*If you would like to be featured in the 13CABS Driver and Operator Newsletter call Amy King on 9277 3765*

# Rachin's Riddle

Three Cab Drivers were having lunch and discussing how long they had been driving cabs. Alex and Bobby compared their careers and found they had been driving for a combined total of 36 years.

When Chris and Bobby added their years they totalled 22 years.

Chris and Alex discovered that they had driven for 28 years between them.

**Q. How long has each person been driving cabs?**

The first correct answer sent to [riddle.master@13cabs.com.au](mailto:riddle.master@13cabs.com.au) wins 2 movie tickets!

**Congratulations to Steven Lane who won 2 movie tickets for his answer to Rachin's March's Riddle.**

**The Answer to March's Riddle:** All four cabs were turning left.



## What's On

June

### Good Food & Wine Show

7 - 10 June



The Good Food & Wine Show bring hundreds of Australia's best chefs, food producers and wineries together for the Queen's Birthday long weekend. Melbourne Convention Exhibition Centre will host some of Australia's top celebrity chefs at the show, including Donna Hay, Maggie Beer and Miguel Maestre.

### Queens Birthday Clash - Collingwood v Melbourne

10 June



The Queen's (or King's) birthday holiday has been host to Australian Rules football games since the VFL began in 1897. Only since 2001 though has the holiday been dedicated to a battle between Melbourne and Collingwood.

The game will be held at the MCG and traditionally crowd numbers average nearly 66,000 supporters.

### Ice Hockey Exhibition - Canada v USA

14 - 15 June



This June Hisense Arena will be getting hockey fever. In this exhibition ice hockey series teams from Canada and the USA will be formed by players from professional North American hockey leagues.

### Jesus Christ Superstar, the Arena Spectacular

14 - 16 June



Jesus Christ Superstar is one of Sir Andrew Lloyd Webber's most well known, award-winning musicals. This year's Melbourne run will be performed at Rod Laver Arena by Jon Stevens, Tim Minchin, Melanie C, Andrew O'Keefe and newcomer Ben Forster as Jesus.



# Can't wait for the next Driver and Operator Newsletter?

Then go to:



Follow us on Twitter  
**@13CABS**



Like us on Facebook  
**facebook.com/13CABS**



Use Facebook and Twitter to keep up to  
date with the *latest* news at 13CABS

**13CABS.com.au • info@13CABS.com.au**

**Oakleigh** Head Office  
35 Downing Street  
Oakleigh VIC 3166  
☎ 9277 3700  
☎ 9277 3800

**Preston** Northern Office  
1A Bell Street  
Preston VIC 3072  
☎ 9480 0377  
☎ 9480 2151

**North Melbourne** City Office  
Level 1, 199 Arden Street  
North Melbourne VIC 3051  
☎ 9329 6377  
☎ 9326 4429