

Most passengers who get into taxis are good people, however, 1% of passengers (or less) may cause trouble. This brochure aims to help you prevent incidents and minimise the risk. It is always better to recognise a potential threat and avoid it!

KNOW THE RISKS

Be aware that you could be abused (verbally or physically) and/or robbed. Another potential risk is damage to your cab. Cabbies are subject to two main risks from:

- People who don't want to pay the fare; and
- People who think cabbies are "easy money".

TAKE PREVENTATIVE MEASURES

Minimise the risk - observe potential passengers before they get into the taxi and be alert for any unusual behaviour

Limit the amount of cash you carry and make sure it is out of the passenger/s sight and reach. Making deposits to a bank, dropping surplus at home or hiding money, are ways to do this.

Be careful how you respond to passenger's questions about your takings. Most people ask this to be friendly, but some may be asking to find out if you are worth robbing.

Respond positively but do not answer the question, for example: "I have just started my shift but there seems to be a lot of jobs going off. It should be a busy night".

Asking for payment up front can help avoid fair evasion. You are entitled to ask for "prepayment" – use your judgement

NO HEROICS

No amount of money or property is worth a life or even injury.

Don't Chase

If the passenger has done a "runner" without paying the fare, **DO NOT CHASE!** (You could be attacked or the cab could be stolen). Stay in your car, report the incident and get on with the next job.

STAY CALM

You can control your fear by concentrating on observing and making mental notes to assist you when relaying information to the Police.

OBEY ALL INSTRUCTIONS

Remember, the offender is probably just as scared as you, only less rational.

CALL THE POLICE

Keep the line open and do not hang-up until told to do so.

You will be asked to provide the following information:

- Your name, address and current location
- Number of offenders and a brief description
- Offenders direction of travel

PRESERVE EVIDENCE

Do not touch any surfaces or weapons that may have been touched by the offender, until Police are contacted. It may be possible to obtain forensic evidence from them.

When practical, have your camera downloaded and equipment reset.

ABUSIVE and HOSTILE PERSONS

Stay calm and try to talk your way out of trouble. If that doesn't work, follow the procedure on the front of this brochure.

UNCONSCIOUS or INCOHERENT PERSONS

Ring St John's Ambulance on 000 and inform Base of your situation.

LOST PROPERTY

Lodge at your nearest police station as soon as possible, a receipt will be issued. Any information regarding pick up and drop off points will help Police find the owner.

Taxi Drivers provide extra eyes and ears for the Community. Police will need descriptions of these details below when you report any incidents.

Offender Description	
Sex
Age
Race
Height
Build
Complexion
Hair Colour
Hair Length
Glasses
Facial hair
Tattoos/Scars
Jewellery/Watch
Bag
Disguise
Clothing

Weapon Description	
Firearm <input type="checkbox"/>	Knife <input type="checkbox"/>
Syringe <input type="checkbox"/>	None <input type="checkbox"/>
Other <input type="checkbox"/>	
Description of weapon.....	

With Police and Cabbies working together, crime against drivers and community members can be reduced.

IMPORTANT PHONE NUMBERS

- In the case of emergencies call:

'000'

- 24 hour CabAlert expedite line

9222 1995

- Report crime/enquiries at your local station

131 444

- Victims Support

9425 2850

Help Reduce Crime in the Community – Keep alert and report any suspicious activity



CabAlert

Reduce Your Risk

WHAT TO DO IF YOU ARE IN DANGER

- Try to remain calm and in control
- Keep alert to your location and possible destination
- Do exactly as you are told – nothing more, or nothing less
- Speak only when spoken to
- Make no sudden movements
- Let the offender see what you are doing
- Activate the Alarm inconspicuously
- Talk (when safe to do so) – you can not hear the operator but they can hear you. Make sure you give your location.
- Remember as many details about the offender and the incident as you can
- After the incident call the Police
- When practical, have your camera downloaded.
- Seek assistance from Victim Support Services

SOUTH EAST METROPOLITAN POLICE DISTRICT

“Providing professional policing services to create a safer community.”