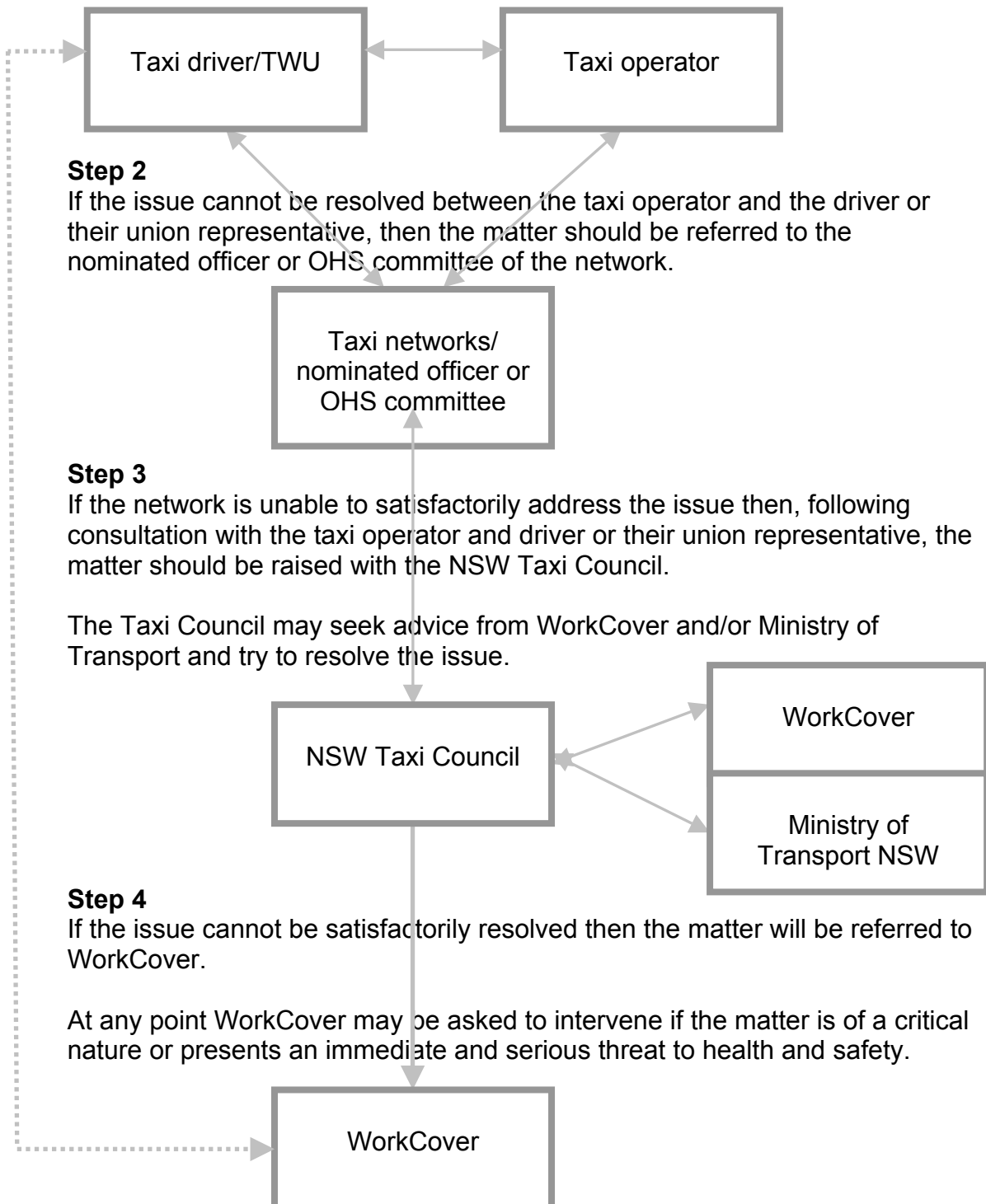


OHS RESOLUTION PROTOCOLS

Step 1

The driver should first notify the operator of any occupational health and safety (OHS) issue that they feel needs addressing.

Drivers have the right to choose to involve the Transport Workers Union (TWU) at any time or to choose to have the TWU assist in their representation at any time. They also have the right to take the matter to WorkCover Authority NSW before raising the issue with the taxi operator. However, WorkCover in most cases will still follow these procedures in the interests of satisfactory resolution.



Further information can be obtained from:

Workcover NSW

92–100 Donnison Street Gosford NSW 2250

Locked Bag 2906 Lisarow NSW 2252

WorkCover Assistance Service **13 10 50** Fax number (02) 9370 5999

Website: www.workcover.nsw.gov.au

WorkCover also has local offices located throughout NSW.

The WorkCover Assistance Service provides assistance, answers queries and takes requests for information on the *OHS Act 2000* and *OHS Regulation 2001*.

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

NSW Taxi Council

152 Riley St East Sydney NSW 2010

PO Box 1249 Darlinghurst NSW 1300

Phone number: (02) 9332 1266 Fax number: (02) 9360 1675

Email: info@nswtaxi.org.au Website: www.nswtaxi.org.au

Transport Operations Division

Ministry of Transport NSW

16–18 Wentworth St Parramatta 2124

Locked Bag 5310 Parramatta 2124

Taxi feedback Hotline: 1800 648 478 or 131 500

Taxi Driver Operator License and Authorisation Enquiries: (02) 9689 8888

Taxi Driver Accreditation Renewal

Transport Workers Union

31 Cowper St Parramatta 2124

PO Box 649 Parramatta 2124

Phone number: (02) 9912 0700

Email: info@nsw.twu.com.au

WorkCover. **Watching out for you.**