



Minimising the risk of exposure to COVID-19: Taxi and ride share services

Passenger transport remains an essential service. It allows essential workers to get to and from their workplaces, as well as enabling other persons to access vital services such as health providers, pharmacies and supermarkets.

The nature of taxi and ride share services means that drivers are limited in their ability to maintain recommended social distancing from passengers, increasing the risks of them and their passengers being exposed to COVID-19. Drivers and providers should do everything that is reasonably practicable to reduce the risks of their exposure and exposure of passengers.

Providers, drivers and passengers should implement control measures to minimise the spread of COVID-19 and ensure that other measures to address well known work health and safety risks continue to be implemented.

Managing the risks of exposure to COVID-19

Physical distancing

Physical distancing in taxis, ride share vehicles and other passenger transport vehicles will be challenging, but there are steps that can be taken to maximise social distancing to the extent possible, to help minimise the spread of COVID-19.

Providers should consider whether their transport services can be adjusted to increase separation of travellers and avoid queuing.

Each driver is responsible for making sure physical distancing is observed to the extent possible in their vehicles. Where possible, drivers should ask passengers to:

- > sit in the back seat of the vehicle
- > handle their own luggage
- > use contactless payments - where cash payment is required, drivers and passengers should wash their hands or use alcohol-based hand sanitiser afterwards.

Drivers should avoid handshakes or any other close physical contact with passengers.



While waiting at taxi stands, drivers should avoid physical contact and maintain more than 1.5 metres distance from other drivers when not in their vehicles.

Hygiene

Environmental cleaning

The amount of time COVID-19 survives on objects and surfaces will vary. Environmental cleaning is one way to remove COVID-19 particles.

Passenger transport inevitably entails the regular touching of objects and surfaces on vehicles by drivers and many passengers over the course of a shift. This means that usual cleaning of vehicles needs to be increased.

Drivers should:

- > Have alcohol-based hand sanitiser for their own use and available for use by their passengers, and regularly use it after opening and closing doors, moving luggage, exchanging payment and after personal contact.
- > Clean surfaces with appropriate disinfectant wipes if a passenger spreads droplets (such as sneezing, coughing or vomiting).
- > Set the air conditioning to external airflow rather than to recirculation, or have windows open where appropriate.
- > Employ standard cleaning practices at the end of each shift, as part of good hygiene practice by wiping down surfaces with disinfectant, including a focus on high touch point surfaces such as door handles and internal handles, seats and seatbelts, window controls, payment terminals and boot lids.

The following resources provide additional tips for cleaning vehicles:

- > Commercial Passenger Vehicles Victoria Fact Sheet – [Vehicle cleaning tips for drivers](#)
- > NSW Point to Point Transport Commissioner Video – [How to clean your point to point vehicle](#)
- > Australia Government Department of Health Fact Sheet – [Environmental cleaning and disinfection principles for COVID-19](#)

Driver hygiene

Drivers should immediately cease providing services if they are:

- > feeling unwell or displaying symptoms of COVID-19
- > have been tested for COVID-19 and awaiting results
- > have been required by health authorities to self-isolate

During shifts, drivers should practice good hygiene. This includes:

- > covering coughs and sneezes with an elbow or a tissue
- > disposing of tissues properly
- > washing hands often with soap and water, including before and after eating and after going to the toilet
- > using alcohol-based hand sanitisers



- > cleaning and disinfecting surfaces
- > washing body hair and clothes thoroughly every day, and
- > staying more than 1.5 metres away from others.

In addition, to prevent the spread of COVID-19, drivers should also:

- > avoid touching their face
- > avoid handshakes or any other close physical contact with passengers
- > refrain from spitting at all times, and
- > put cigarette butts in the bin.

Information for passengers

Drivers should consider displaying signage and guidance in their vehicles for passengers on actions that they can take to reduce the spread of COVID-19.

- > The Australian Government Department of Health has a range of [posters and other resources](#) aimed at educating the public about COVID-19.
- > Commercial Passenger Vehicles Victoria also has a poster for passengers [travelling in commercial passenger vehicles](#).

Passengers should practice good hygiene before, during and after travelling in a taxi or ride share service vehicle, including:

- > covering coughs and sneezes with an elbow or a tissue
- > disposing of tissues properly
- > washing hands often with soap and water, including before and after eating and after going to the toilet
- > using alcohol-based hand sanitisers
- > staying home if sick.

Passengers who are unwell or travelling to self-isolation location

Wherever possible, unwell passengers or passengers travelling to their location of mandatory self-isolation should use a personal mode of transport to minimise exposure to others.

If unwell passengers or passengers travelling to their location of mandatory self-isolation do need to use a taxi or ride share service, then the passenger should avoid contact with others including the driver to the extent possible. This includes:

- > wearing a surgical mask, if available
- > avoiding direct contact with the driver, including sitting in the back seat to achieve as much separation as is reasonably possible and maintain
- > practise good hand hygiene and cough/sneeze hygiene:
 - > wash hands frequently with soap and water
 - > cover cough and sneeze with a tissue or cough/sneeze into elbow or upper arm, dispose of tissues after use, and
 - > use an alcohol-based hand sanitiser to regularly clean hands.

If the driver believes a passenger has not taken the above precautions and cannot provide a safe service, then the driver may choose to refuse or terminate the trip.



It is never ok for drivers to refuse or cancel a trip based on a passenger's nationality, disability or cultural background. There are equal opportunity and anti-discrimination laws that apply to fare refusal.

Providers should consult and communicate with drivers

Taxi and ride share service providers should provide all drivers with information about the risks of exposure to COVID-19 and consult with drivers on health and safety matters relating to COVID-19. Providers should allow drivers to express views making decisions.

Involving drivers will help build commitment to this process and any changes.

The [model Code of Practice: Work health and safety consultation, cooperation and coordination](#) contains information about how to effectively consult about work health and safety matters.

Providers should communicate clearly with drivers about control measures they are implementing. Provide clear direction and guidance about what is expected.

Remind drivers they have a duty to take reasonable care for their own health and safety and to not adversely affect the health and safety of others.

Drivers should know:

- > when to stay away from the workplace
- > what action to take if they become unwell
- > what symptoms to be concerned about.

Provide drivers with a point of contact to discuss their concerns.

Further information and Resources

SWA materials

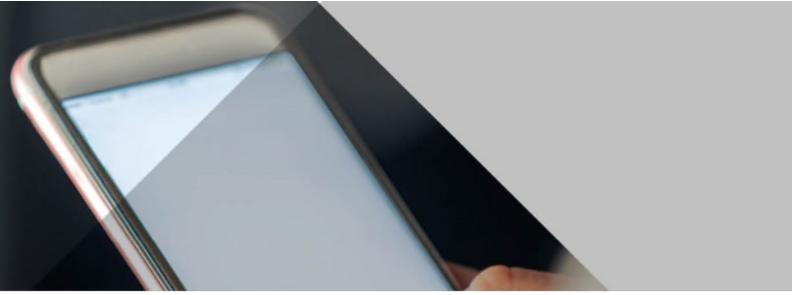
- > [Managing the work environment and facilities model Code of Practice](#)

Other useful resources

- > Commercial Passenger Vehicles Victoria Fact Sheet – [Vehicle cleaning tips for drivers](#)
- > Commercial Passenger Vehicles Victoria poster for passengers [travelling in commercial passenger vehicles](#).
- > Commercial Passenger Vehicles Victoria – [Coronavirus \(COVID-19\) FAQs for CPV passengers and drivers](#)
- > NSW Point to Point Transport Commissioner Video – [How to clean your point to point vehicle](#)
- > NSW Point to Point Transport Commissioner fact sheet – [Coronavirus \(COVID-19\) fact sheet for the point to point transport industry](#)
- > Australia Government Department of Health Fact Sheet – [Information for public transport \(taxis, ride-hail services, trains, buses, trams etc\)](#)



Coronavirus **COVID-19**



Support resources

- > [Fair Work Ombudsman – Coronavirus and Australian workplace laws](#)
- > [Australian Government Treasury – Support for Businesses](#)
- > [Australian Taxation Office – COVID-19: information for small business](#)

Support services

- > [Australian Small Business and Family Enterprise Ombudsman](#)