

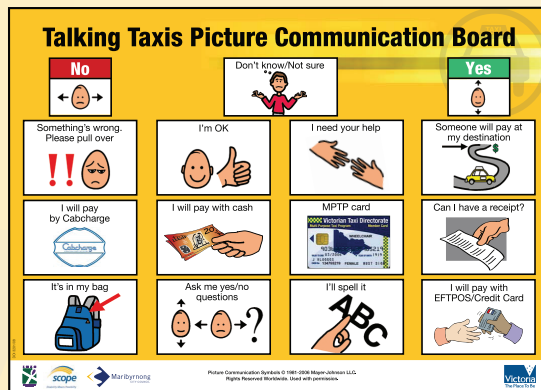
Talking Taxis

What's it all about?

The Talking Taxis project aims to improve communication between taxi drivers and their passengers.

A set of picture boards, personal journey cards and an alphabet board have been developed. These tools are particularly beneficial for passengers who have communication difficulties. The tools aim to improve communication between drivers and passengers, reducing confusion about destinations, payments and routes.

In 2008, the Victorian Minister for Transport approved these tools for use in Victoria. An additional Tourism Communication Board was developed, and has symbols of popular tourist attractions, in Melbourne and around Victoria.



Who was involved?

This project was initiated by a MetroAccess worker at the City of Maribyrnong and supported by the North West Regional Communication Service (ISIS Primary Care) and Scope, through the Non-electronic Communication Aid Scheme. Adults with communication difficulties also assisted with the development of the boards.

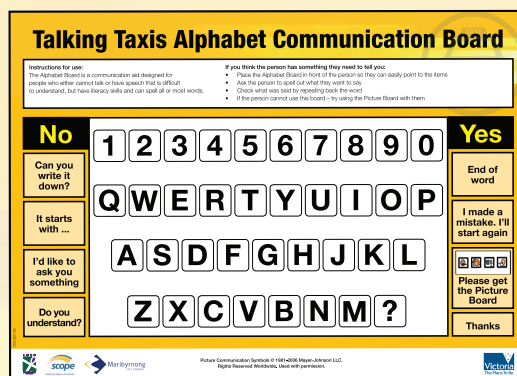


What has it changed?

- People with communication difficulties are now more confident to travel independently
- Taxi drivers feel more confident communicating with their passengers who have communication difficulties
- Families and staff are now more confident that the people they support will have a positive experience travelling in taxis
- Tourists with limited English can also communicate more easily about locations around Victoria

“This is a very positive step towards the delivery of quality outcomes and easier access to the community for people with disability”. City of Maribyrnong staff member

These tools are available to anyone across Victoria by contacting:
 The Victorian Taxi Directorate
 Phone Toll Free: 1800 638 802
 Email: vtdcommunications@doi.vic.gov.au



For more information about this project please contact:
 Communication Resource Centre, Scope
 Email: crc@scopevic.org.au
 Phone: 1800 888 824

North West Regional Communication Service
 ISIS Primary Care
 Phone: (03) 9449 6900