

# Passenger Transport Service Operator Accreditation – Information Sheet

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Information for industry and operators is available on the Department of State Growth's website at [https://www.transport.tas.gov.au/public\\_transport/industry\\_and\\_operator\\_information](https://www.transport.tas.gov.au/public_transport/industry_and_operator_information)

## What is accreditation?

The purpose of Passenger Transport Service Operator Accreditation (PTSOA) is set out under s15 of the [Passenger Transport Services Act 2011](#) (the Act).

Accreditation is intended to safeguard the community through certification by the Transport Commission (the Commission) acknowledging that a passenger transport service (PTS) operator can appropriately manage safety risks through processes and systems which meet the approved Accreditation Standards.

## Do I need to be accredited?

Accreditation is compulsory for operators of:

- taxis
- luxury hire cars
- restricted hire cars
- large passenger vehicles (buses)
- hire and drive vehicles
- booking service providers (information relating to booking service providers is at [https://www.transport.tas.gov.au/public\\_transport/taxis\\_and\\_ride\\_sourcing/booking\\_service\\_providers](https://www.transport.tas.gov.au/public_transport/taxis_and_ride_sourcing/booking_service_providers) )

*The following information applies to PTS operators who are NOT booking service providers.*

To determine whether the type of PTS you are intending requires you to be accredited, complete the [Operator Accreditation Self Assessment Tool](#).

If you have completed the self-assessment tool and are still unsure about whether you need to be accredited, email [operator.accreditation@stategrowth.tas.gov.au](mailto:operator.accreditation@stategrowth.tas.gov.au) or phone 1300 135 513.

If you intend to operate a taxi, luxury hire car or restricted hire vehicle service, you will also need a licence. Information about licences is at [Taxi, Luxury Hire Car and Restricted Hire Vehicle Information Sheet](#).

## How do I apply for accreditation?

Accreditation guides, manuals, templates and the application form are available at [Accreditation Documents](#).

To apply for accreditation, you will need to:

- have appropriate systems and processes in place which meet the Accreditation Standards (see relevant manual)
- for a Category 'A' or 'B' passenger transport service, make arrangements for an [approved auditor](#) to audit your safety systems
- for a Category 'C' passenger transport service, complete the [Self Audit Checklist and Report](#)
- complete the [application form](#)
- lodge at Service Tasmania with the required supporting documents including a current national police certificate
- pay the application [fee](#)
- provide the Commission with any other additional, relevant information to assist the assessment of your application

The Commission will decide whether to approve or refuse to approve the application. You will be notified of the outcome in writing.

You cannot lawfully operate a passenger transport service until the Commission has issued you with accreditation.

## Audits

An audit of the safety, security and related systems in place for a passenger transport service is required:

- as part of an application for accreditation; and
- at regular scheduled intervals in accordance with the conditions of accreditation (compliance audit).

An Operator must:

- engage an [approved auditor](#) to conduct the initial and compliance audits
- allow sufficient time to engage the auditor, and for the auditor to undertake the audit and submit the report to the Commission before the date specified in the conditions of the accreditation
- ensure that at the time of the audit, necessary and relevant documents are organised and available to the auditor, and to provide access to premises, vehicles and staff as required by the auditor
- pay the cost of the audit set by the auditor
- remedy any deficiencies in the systems identified through the audit
- adopt a continual improvement mindset and implement enhancements to improved systems and processes

## ENQUIRIES

Email [operator.accreditation@stategrowth.tas.gov.au](mailto:operator.accreditation@stategrowth.tas.gov.au)

Phone 1300 135 513