

Hire and Drive Passenger
Service
Operator Accreditation

Guide Hire and Drive



Hire and Drive Passenger Service

Operator Accreditation Guide

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- *Passenger Transport Services Act 2011; and*
- *Taxi and Hire Vehicle Industries Act 2008.*

This legislation is available at: www.thelaw.tas.gov.au

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Hire and Drive Passenger Service

Operator Accreditation Guide

Part 1: Overview

Section 1:

Purpose of accreditation

What is the purpose of accreditation?

People who hire a passenger vehicle expect that vehicle to be safe at all times.

Accreditation ensures that the operator of a passenger transport service or hire and drive passenger service has the competence and capacity to manage the safety, security and related risks associated with operating the service; and is accountable for any deficiencies.

The Transport Commission has approved a number of Accreditation Standards. Having systems in place to ensure these standards are met and maintained will ensure that vehicles are currently and correctly registered as well as roadworthy at all times.

Accreditation ensures the operator is a fit and proper person to operate the service and has the appropriate safety, security and related systems in place.

Section 2:

The *Passenger Transport Services Act 2011*

What is the Passenger Transport Services Act?

On 1 July 2013 the *Passenger Transport Services Act 2011* (the Act) replaced the *Passenger Transport Act 1997* as the legislation governing the operation of passenger transport services in Tasmania.

The Act sets a framework for ensuring that passenger transport services are safe, and that transport operators are accountable for the safety and security of their service. This is primarily achieved through the operation of the Passenger Transport Operator Accreditation Scheme.

You can find the Act at www.thelaw.tas.gov.au

Does the Act apply to me?

If you operate a hire and drive passenger service then the Act applies to you. You must be accredited if you are operating a hire and drive passenger Service. If you are unsure if the Act applies to you, you should seek your own independent professional advice.

What is a hire and drive passenger service?

A hire and drive passenger service is a service where a vehicle is hired out, without a driver, for the carriage of passengers. This includes dual cab utilities, campervans and mobile homes.

Hire vehicles used to carry goods (such as single-cab utilities, vans and trucks) are not passenger vehicles. Operators of services that hire out solely these types of vehicles do not have to hold hire and drive passenger service operator accreditation.

Section 3:

Hire and drive passenger service operator accreditation

What is accreditation?

Hire and drive passenger service operator accreditation is intended to ensure that hire and drive passenger services are operated safely and securely, and that the people providing these services are fit and proper people to be doing so. It is also intended to ensure that the operator of a hire and drive passenger service is accountable for the operation of the service.

Accreditation means that you have been acknowledged as having in place processes and systems that will ensure acceptable standards in terms of the safety of the service you intend to provide.

Accreditation is a legal requirement. It is compulsory for people and businesses that are providing a **hire and drive passenger service** if the Act applies to them (refer to Section 2).



How many types of accreditation are there?

There are two types of accreditation:

- passenger transport service operator accreditation; and
- hire and drive passenger service operator accreditation

If I operate two different types of service do I need to be accredited for both?

Yes. If you operate both a passenger transport service and a hire and drive passenger service, you will need to hold both types of accreditation.

However, if you hold passenger transport service operator accreditation and you hire out your vehicles to **another accredited operator** who will be using the vehicles to provide their own passenger transport service, you do not have to hold hire and drive accreditation as well.

For information about passenger transport service operator accreditation see www.transport.tas.gov.au/accreditation

How many vehicles may I operate?

There is no limit to the number of vehicles you may operate under accreditation, but you must be accredited for the correct type of service you wish to operate (i.e. passenger transport service and/or hire and drive passenger service).

Section 4:

Who has to be accredited?

Who has to be accredited?

You must also be accredited if you are operating a **hire and drive passenger service**. A hire and drive passenger service is a service where a vehicle is hired out, without a driver, for the carriage of passengers. This includes dual cab utilities and campervans and mobile homes.

Hire vehicles used to carry goods (such as single-cab utilities, vans and trucks) are not passenger vehicles. Operators of services that hire out solely these types of vehicles do not have to hold hire and drive passenger service operator accreditation.

Fines of up to \$26,000 for organisations and \$13,000 for individuals apply for operating a passenger transport service or a hire and drive passenger service without holding accreditation.

Who can be accredited?

Accreditation can be held by an individual, or by one of the following types of bodies:

- a body politic (e.g. a Government agency, public school, council etc);
- a partnership;
- an incorporated body; or
- an unincorporated body.

Accreditation cannot be in the name of a body that is not listed above.

Can I transfer my accreditation to another operator?

No. Accreditation is not transferable to another person or another organisation.

Section 5:

Large passenger vehicles

What is a large passenger vehicle?

A large passenger vehicle is a vehicle with 10 or more seats. See the Glossary for further information.

If you operate a hire and drive service with large passenger vehicles, you must hold **hire and drive passenger service operator accreditation**.

The only exception to this requirement is if you already hold passenger transport service operator accreditation and you hire out your vehicles to another accredited operator who will be using the vehicles to provide their own passenger transport service.

Section 6:

Small passenger vehicles

What is a small passenger vehicle?

A small passenger vehicle is a vehicle with nine or fewer seats. See the Glossary for further information.

Hire and Drive Passenger Service

Operator Accreditation Guide

Part 2: Applying for Hire And Drive Passenger Service Operator Accreditation

The application form for Hire and Drive Passenger Service Operator Accreditation can be found at the end of this guide

Section 7:

Applying for hire and drive passenger service operator accreditation

How do I apply for accreditation?

You must apply to the Transport Commission for accreditation. An application form can be found at the end of this Guide. You should allow 28 days for your application to be processed.

You must not begin to operate your service until you have been approved and you have been issued with an accreditation certificate.

Before you can be accredited there are certain things you must do. If you have not done these things, your application will not be approved:

1. Submit an application for accreditation
 - If you are an organisation, business or partnership, appoint a Responsible Person.
2. Provide a National Police Certificate
 - If you are an organisation, business or partnership, you must provide a National Police Certificate for your Responsible Person.
3. Put systems in place for the relevant modules as outlined in the Hire and Drive Passenger Service Operator Accreditation Manual.
4. Complete a self audit checklist. This can be found at www.transport.tas.gov.au/accreditation

Step 1. Submit an application and nominate a Responsible Person

Responsible Person

If your application for accreditation is for:

- a body politic (e.g. a Government agency, public school, council etc);
- a partnership;
- an incorporated body; or
- an unincorporated body

you must appoint an individual aged over 18 years as your organisation's **Responsible Person** for the purposes of accreditation. (Section 18 of the *Passenger Transport Services Act 2011*.)

You must nominate the Responsible Person in your application for accreditation.

If your application for accreditation is in your own name, you will be taken to be the Responsible Person. You cannot nominate another Responsible Person for the purpose of your accreditation.

The person you appoint will depend on the type of organisation your business is, as shown below:

Type of organisation	Responsible Person
Government body	A member or senior employee
Partnership	One of the partners
Incorporated body	An officer or an employee
Unincorporated body	A member

The Responsible Person's role is to:

- be the primary contact for the Department regarding the safety, security and other matters relating to your service;
- oversee the day to day safety, security and related matters in respect of your service; and
- be responsible for ensuring that your business complies with the requirements of the Accreditation Scheme and relevant legislation.

The Responsible Person may delegate any of the duties they have to perform under the legislation or the Accreditation Scheme to another person, such as an employee of the organisation, or a third party from outside the organisation. However, the Responsible Person is legally responsible for ensuring that the duties are carried out in accordance with the law. The Responsible Person is the person that the Commission will contact with regards to any non-compliance. The Responsible Person can be fined if the organisation fails to comply with the requirements of accreditation.

Accreditation Manual

After you have submitted an application for accreditation, you should read the Hire and Drive Passenger Service Operator Accreditation Manual, which will outline the systems and procedures you must put in place to comply with the Accreditation Standards.

Step 2. Obtain a National Police Certificate

So that the Transport Commission can make a determination about whether the Responsible Person is a fit and proper person to operate a hire and drive passenger service, the Responsible Person must provide a National Police Certificate. You can get an application form for a certificate from a Service Tasmania shop or police station or download a form from <http://www.police.tas.gov.au/services-online/police-history-record-checks/>

A fee applies for this Certificate.

You must submit the original certificate (or a certified copy) to the Department as part of your application.

If you do not submit a current National Police Certificate your application will not be processed. A National Police Certificate is current if it is submitted to the Department within 90 days of the date on the certificate.

You should keep a copy of the certificate for your records. The Department will return the original certificate to you.

All applicants must obtain a National Police Certificate. If the application for accreditation is for a business, the nominated Responsible Person (see Step 1) must obtain a National Police Certificate.

Good Character Checks or personal references previously obtained by or for other institutions, persons, agencies (Government or otherwise), or National Police Checks or Certificates obtained from an internet-based facility or website (other than as downloaded from the Tasmania Police website above) will not be accepted.

Step 3. Put systems in place

So that the Transport Commission can be satisfied that you can meet the Accreditation Standards on an on-going, day-to-day basis, you will need to show that you have the appropriate procedures and systems in place.

The Accreditation Standards are divided into two modules, which are set out in the Hire and Drive Passenger Service Operator Accreditation Manual.

Module 1: General Administration

This includes record keeping, and ensuring that you keep the Department up to date with the contact details and other details about your service.

Module 2: Vehicle Management and Administration

This includes regular inspections, a fault reporting system and emergency management procedures.

Step 4. Undergo an audit

So that operators of hire and drive passenger services can determine whether they meet the Accreditation Standards they must undertake a self-assessment of their systems. The self-audit checklist can be found at the Department's website at www.transport.tas.gov.au/accreditation

You may engage an auditor to conduct this audit if you wish to do so. However you will have to pay for the audit yourself.

Once you are satisfied that your systems meet the Accreditation Standards, you must submit your self-audit checklist to the Department so that your application can be assessed.

Are there any exemptions?

Interstate operators

The Transport Commission may grant an exemption to an interstate passenger transport service operator if the Commission is satisfied that the operator is accredited under a corresponding law of another State or Territory and operating primarily out of that other State or Territory. This is only the case if the Commission is satisfied that the requirements for the interstate accreditation are substantially similar to those in Tasmania.

To apply for an exemption from accreditation, you will need to complete an application for exemption.

If you hold interstate accreditation and your circumstances change, or the Commission determines that your service is being operated within or from Tasmania, the exemption will no longer apply and you will need to apply for Tasmanian accreditation in order to continue operating your service in Tasmania.

Why would an application not be approved?

There are reasons why the Transport Commission may not approve an application for hire and drive passenger service accreditation.

These reasons are if the Commission determines that:

- the applicant is not fit and proper;
- the nominated Responsible Person is not a fit and proper person to fulfil that role; or
- the applicant is not able to meet the relevant safety, security and other standards that are required under the Accreditation Scheme.

The Commission may determine that an applicant (or a nominated Responsible Person) is not fit and proper if they:

- have been convicted of a serious offence (see Glossary);
- have been convicted of an offence in another State or Territory that would be classed a serious offence (see Glossary) if it had been committed in Tasmania;
- have a history of non-compliance in relation to previous accreditation;
- have a history of non-compliance in relation to the *Taxi and Hire Vehicle Industries Act 2008*; or
- are disqualified from driving for reasons including reckless or negligent driving, committing an indictable offence using a motor vehicle, stealing a motor vehicle or obtaining a motor vehicle by fraudulent means.

If your application for accreditation was not approved, you have a right to have this decision reviewed under the *Passenger Transport Services Act 2011*.

What are conditions of accreditation?

The Commission may place conditions on your accreditation. The majority of these conditions will apply to all accredited operators and include requirements to:

- undergo regular compliance audits as outlined in this Guide; and
- provide the Commission with regular updated National Police Certificates.

These can be provided to the Commission by:

post: Passenger Transport
GPO Box 536
Hobart TAS 7001

email: operator.accreditation@stategrowth.tas.gov.au

However, the Commission may also place other conditions (or vary existing conditions) on the accreditation of individual operators. For example, you may be required to undertake more regular vehicle inspections than is required by the Accreditation Standards, or undergo more regular audits.

What are service, security and operational standards?

The service, security and operational standards relating to accreditation (the Accreditation Standards) are contained in the Accreditation Manual. They are the minimum standards expected of all passenger transport service and hire and drive passenger service operators, and include requirements to:

- keep relevant records relating to your service;
- ensure that your vehicles are safe and inspected regularly; and
- where relevant, ensure that your drivers are appropriately qualified and suitable people to be driving your vehicles.

If you can demonstrate that you are doing everything you are required to do as outlined in the Accreditation Manual, you can expect to be assessed as complying with the minimum Accreditation Standards.

What is an accreditation certificate?

So that drivers and passengers of a hire and drive vehicle know that the service being provided has the appropriate safety, security and related systems in place and the operator meets the minimum safety and operational standards, when your application is approved, the Commission will issue you with an accreditation certificate. This certificate will specify the details of your business, the service that you are accredited to operate and the conditions of your accreditation.

You must keep this certificate in a secure and readily accessible place. You must also keep a copy of the certificate in every vehicle that your service operates.

You will also need to provide this certificate to the Authorised Inspection Station when your vehicle is undergoing a regulatory inspection.

Hire and Drive Passenger Service

Operator Accreditation Guide

Part 3: Maintaining Accreditation

Section 8:

Maintaining your accreditation

Does my accreditation expire?

No. Accreditation is perpetual and there is no need to renew your accreditation, however, you must comply with the conditions of your accreditation.

What do I have to do to maintain my accreditation?

To ensure that the services continues to comply with the Accreditation Standards, as part of the **conditions of accreditation**, all accredited operators must undergo regular compliance audits and Responsible Persons must provide a current National Police Certificate every three years.

These requirements are **conditions of accreditation** and you must comply with these conditions.

The conditions of accreditation are printed on your accreditation certificate.

When do I have to undergo accreditation audits?

After you have obtained accreditation for the first time, your service will have to undergo a series of compliance audits for the first three years, as shown below.

Following the compliance audit, your service will have to undergo further ongoing compliance audits **every three years**.

Obtain a National Police Certificate

The Responsible Person must obtain a current National Police Certificate. You can get an application form for a certificate from a Service Tasmania shop or police station or download a form from www.police.tas.gov.au/services-online/police-history-record-checks/

You (or your service's Responsible Person) will have to supply a current a National Police Certificate every three years from the date your accreditation is approved.

These requirements are **conditions of accreditation** and you must comply with these conditions.

What is a regular compliance audit?

Hire and drive passenger service operators may either perform a self-assessment audit, or engage an accreditation auditor at their own expense.

Once you are satisfied that your systems meet the Accreditation Standards, you must submit your self-audit report to the Department.

What is the timing for the audits?

The **due date** for submitting a self-audit checklist is based on the date of the original approval of your accreditation (the accreditation date).

	Hire and Drive Passenger Service
Initial systems audit	On application for accreditation
Initial compliance audit	No later than 12 months after date of approval of accreditation
Ongoing compliance audit	No later than 3 years after initial compliance audit and then every 3 years thereafter
Ongoing compliance audit and current National Police Certificate to be obtained	On application for accreditation and then every 3 years thereafter.

The due date for your next audit is printed on your accreditation certificate.

The Department will send you a reminder of the due date approximately 60 days prior to the due date. This will enable you to complete and submit your self-audit checklist.

After the Department has received the self-audit checklist you will be issued with a new accreditation certificate.

Failure to provide evidence of compliance

If either of the following things happen you will be in breach of the conditions of your accreditation and you may not be able to operate your service under the authority of your accreditation until the outstanding issues are resolved and a new accreditation certificate has been issued:

- the Department does not receive a satisfactory audit report or a current National Police Certificate by the due date; or
- you have not complied with any other relevant conditions that the Commission has applied to your accreditation.

You should take this into account when completing your self-audit checklist and applying for your National Police Certificate to ensure that you allow sufficient time for the relevant documents to be prepared and forwarded to the Department.

Are my vehicle inspection reports monitored?

Vehicles used to operate a hire and drive passenger service must be inspected regularly to ensure they are roadworthy and meet vehicle standards.

The Department receives copies of all vehicle inspection reports from roadworthiness inspections conducted by Approved Inspection Stations.

If you present a vehicle for inspection with faults that should have been identified and repaired through your own vehicle management program, or if one of your vehicles is found on the road with a defect, the Commission may contact you for an explanation of why you allowed the vehicle to operate in such a condition. The Commission will also require you to explain what you will be doing in the future in regard to vehicle management, to

ensure that all of your vehicles are operating in such a condition that they would pass inspection at any time.

If the Commission is not satisfied with your response, it may impose a condition that requires you to undertake an external audit.

In addition there are a range of penalties and sanctions that the Commission may apply if you fail to comply with the conditions of accreditation. The Commission may:

- suspend your accreditation;
- cancel your accreditation;
- impose probationary status on your accreditation; or
- impose or vary the conditions of your accreditation.

Requirement to undertake an external audit

If the Commission has reason to believe that you are no longer complying with the Accreditation Standards, then a condition may be imposed on your accreditation that requires you to undertake an external audit by a specified date to demonstrate that your systems are adequate.

This could be because of failures of your vehicles at inspections, or defects identified at on-road vehicle inspections, or customer complaints about areas of your service that fall within the Accreditation Standards.

You must engage an authorised auditor to conduct a triggered audit and you will have to pay for the audit yourself.

A list of approved external auditors can be found at www.transport.tas.gov.au/accreditation

If the audit identifies problems with your systems or procedures you will be required to address these and undergo a re-audit before the auditor forwards a report to the Commission.

If you fail to address these issues, or if there are continued instances where it appears that you are not complying with the Accreditation Standards (for example, numerous failures of your vehicles at the regular inspections), the Commission can suspend or cancel your accreditation, or impose probationary status on your accreditation.



What happens if I don't comply with accreditation conditions?

By complying with accreditation conditions, the Transport Commission can continue to be satisfied that you have the appropriate safety, security and related systems in place for your service.

It is an offence to contravene (or fail to comply with) conditions of accreditation or to cause or allow another person to do this. If a Responsible Person contravenes or fails to comply with the organisation's conditions of accreditation, they will be personally responsible for this.

There are a range of penalties and sanctions that the Commission may apply if you fail to comply with the conditions of accreditation. The Commission may:

- suspend your accreditation;
- cancel your accreditation;
- impose probationary status on your accreditation; or
- vary the conditions of your accreditation.

If your accreditation is suspended or cancelled, or if the Commission imposes probationary status or additional conditions on your accreditation, you have a right to have this decision reviewed under the *Passenger Transport Services Act 2011*.

You may also be prosecuted for failing to comply with the conditions of accreditation. Fines range from a maximum of \$6,500 for an individual operator or an organisation's Responsible Person to a maximum of \$13,000 for a body corporate or body politic.

When would the Transport Commission cancel or suspend an operator's accreditation?

There are certain circumstances under which the Commission may suspend or cancel an operator's accreditation, or impose probationary status on their accreditation.

These include if the operator:

- contravenes or fails to comply with the conditions of accreditation (as explained above);

- contravenes the Accreditation Standards (as outlined in the Hire and Drive Passenger Service Operator Accreditation Manual);
- fails to present their vehicles for regular inspections;
- operates a service that their accreditation does not authorise them to operate (e.g. if a hire and drive passenger service operator started to operate a passenger transport service without obtaining the correct accreditation for this);
- does not have a Responsible Person when they are required to have one;
- fails to pay fees charged by the Commission; or
- does not provide information that the Commission has asked them for.

The Commission may also suspend or cancel an operator's accreditation (or impose probationary status on the accreditation) if the Commission determines that:

- the operator is no longer fit and proper to hold accreditation;
- the Responsible Person is no longer fit and proper to hold that position; or
- there are other compelling reasons that are directly related to the operator's capacity and competence to implement the relevant standards, manage the relevant risks and be held accountable for any deficiencies in the safety or security of the service.

What is probationary status on an operator's accreditation?

Where an operator gives the Commission evidence to form a view that an operator is not meeting the Accreditation Standards, the Commission may impose probationary status on that operator's accreditation.

Probationary status enables the operator to continue to provide a hire and drive passenger service, but their performance will be monitored by the Commission. This might include being required to report to the Commission on relevant elements of their service, more regular vehicle inspections, triggered audits and so on.

Further evidence of unsatisfactory standards, or a breach of the legislation, may lead to the Commission suspending the operator's accreditation.

Glossary

Passenger Transport Services Act 2011

The legislation governing the operation of passenger transport services in Tasmania.

Responsible Person

Individual aged over 18 years appointed under section 18 of the Passenger Transport Services Act 2011 for the purposes of accreditation of a body politic, a partnership, an incorporated body or an unincorporated body. This person is responsible for ensuring that the organisation complies with the relevant legislation and accreditation conditions. If they delegate some of the duties to another employee or agent, the Responsible Person is still legally responsible for ensuring that the duties are carried out according to the law.

Transport Commission

The Transport Commission (the Commission) is the body responsible for administering the Passenger Transport Services Act and other related legislation. In practice most of the Transport Commission's functions, powers and duties are delegated to officers within the Department.

Accreditation certificate

Certificate issued by the Commission acknowledging that an operator is accredited in respect of the passenger transport service(s) or hire and drive passenger service that they are operating.

Accreditation Standards

The minimum standards that the operator of a passenger transport service must meet in order to become and remain accredited. These are outlined in the Hire and Drive Passenger Service Operator Accreditation Manual.

Conditions of accreditation

Conditions that the operator of a passenger transport service must comply with in order to remain accredited. They may apply to all operators (e.g. the audit schedule) or may be imposed on individual operators' accreditation (e.g. more frequent audits).

Initial systems audit

Audit of a service's systems and processes undertaken to support an operator's application for accreditation and confirm that the service complies with the Accreditation Standards.

Compliance audit

Regular audit of an accredited operator's service's systems to confirm that the service continues to comply with the Accreditation Standards.

For hire and drive passenger service operators there are two kinds of compliance audit:

- *Initial compliance audit*: undertaken 12 months after the initial systems audit
- *Ongoing compliance audit*: undertaken three years after the initial compliance audit and then every three years thereafter

Hire and Drive Passenger Service

A passenger service where a vehicle is hired out, without a driver, for the carriage of passengers. This includes dual cab utilities and campervans and mobile homes.

Hire vehicles used to carry goods (such as single cab utilities, vans and trucks) are not passenger vehicles. Operators of services that hire out solely these types of vehicles do not have to hold hire and drive passenger service operator accreditation.

Serious offence

A serious offence is an offence prescribed in the *Passenger Transport Services Act 2011* and includes offences under:

- Sections 124, 125A, 125B, 125C, 125D, 126 and 127 of the *Criminal Code Act 1924* (sexual offences against children)
- Sections 158, 167A, 167B, 170 and 172 of the *Criminal Code Act 1924* (murder, causing death or grievous bodily harm by dangerous driving, causing grievous bodily harm generally)
- Chapter XIX or XX of Part V of the *Criminal Code Act 1924* (assault, rape, abduction or stalking)
- Section 7A of the *Police Offences Act 1935* (loitering near children)
- Sections 37B and 37C of the *Police Offences Act 1935* (stealing a motor vehicle or obtaining a motor vehicle by fraudulent means)
- Section 32 of the *Traffic Act 1925* (reckless or negligent driving)

- Division 1 of Part 3 of the *Vehicle and Traffic Act 1999* (e.g. driving unlicensed or while disqualified)
- Part 4 of the *Vehicle and Traffic Act 1999* (e.g. driving unregistered vehicles)
- Section 53 of the *Vehicle and Traffic Act 1999* (hindering or obstructing police officers or authorised officers)
- Section 64 of the *Vehicle and Traffic Act 1999* (obtaining a driver licence, ancillary certificate, vehicle registration etc dishonestly, providing false or misleading information in respect of vehicle registration, driver licences)

For a full explanation of these offences, you should refer to the relevant legislation, which is available at www.thelaw.tas.gov.au

Large passenger vehicle

A vehicle with 10 or more seats (including the driver's seat)

Small passenger vehicle

A vehicle with fewer than 10 seats (including the driver's seat)

Seat includes:

- the driver's seat

- an individual seating position on a bench seat
- a demountable seat (e.g. can be removed from the vehicle without structurally altering the vehicle)
- a modifiable seat (e.g. can be collapsed, retracted or folded away when not in use)
- a seat that requires a console or armrest to be temporarily collapsed, retracted or folded away
- a position in the vehicle that can accommodate a wheelchair

Seating capacity

Existing vehicles (registered before 1 July 2013):

The number of seats is taken to be the number of seats recorded in the Motor Registry System.

New vehicles not previously registered in Tasmania:

Vehicles registered from 1 July 2013 will have a seating capacity equal to the original manufactured seating capacity regardless of whether seats have been removed. However if, as a result of modification, the seating capacity is increased above the original manufactured capacity then the higher number of seats will apply.

(This distinction does not apply to vehicles used as wheelchair-accessible taxis, where the number of seats is taken to be the number of seats after modification.)



Application for Operator Accreditation

Before completing this application form:

- It is important that you read the relevant information sheets, guide and manual at www.transport.tas.gov.au/accreditation.
- If you are applying for passenger transport service accreditation, you should complete the online self-assessment tool at www.transport.tas.gov.au/accreditation to determine the type of service you will be operating and whether or not you will require a licence.

Section 1: Applicant Details

Applicant Type: Individual Partnership Company / Organisation

If applying as an individual, company or organisation:

Name (individual or company / organisation)

Australian Company Number (if applicable)

Street address

Postal address

Email

Phone

Mobile

If applying as a partnership:

Partner 1 Details

Name

Street address

Email

Phone

Mobile

Partner 2 Details

Name

Street address

Email

Phone

Mobile

Note: To nominate further partners you will need to submit their details on an additional sheet.

Have you ever held accreditation? Yes No

If yes, in which State? TAS VIC SA QLD WA ACT NT

Has the applicant (including any director, partner or responsible person) ever been refused accreditation? Yes No

Has the applicant (including any director, partner or responsible person) ever had accreditation cancelled? Yes No

If yes to any of the above, provide details:

Section 2: Responsible Person

Note: You do not need to complete this section if you are applying as an individual.

The Responsible Person must be:		
Type of Organisation	Responsible Person	
Government Body	A member or senior employee	
Partnership	One of the partners	
Incorporated Body	An officer or an employee	
Unincorporated Body	A member	

Name

Street address

Postal address

Email Phone Mobile

Section 3: Type of Service

What is the type of service you intend to operate?

Passenger Transport Service Complete Part A below

Hire and Drive Passenger Service Complete Part B on page 3

Part A - Passenger Transport Service

Type of service: Taxi Tour Luxury Hire Car Bus Not for Profit Other

Description of service:

Business or trading name under which the service will be operating or advertising:

Proposed advertising (e.g. website, social media) or taxi network:

Address from which the service will be operating:

Region or location in which the service will be operating (e.g. South, Statewide, Flinders Island):

How many vehicles do you intend to operate?

Provide registration number(s) if known:

How many drivers do you intend to engage to drive your vehicles?

Type of licence required (if applicable). Refer to the [Taxi, Luxury Hire Car and Restricted Hire Vehicle Information Sheet](#) on the [Transport Services Tasmania](#) website if unsure:

Taxi Restricted Hire Vehicle Luxury Hire Car

If you will be operating a taxi service, please provide information about how you intend to obtain or lease a taxi licence. Provide details of the licence if known:

Part B - Hire and Drive Service

Type of service: Car Hire Camper Van Hire Other

Description of service:

Business or trading name under which the service will be operating or advertising:

Proposed advertising (e.g. website, social media):

Address from which the service will be operating:

Region or location in which the service will be operating (e.g. South, Statewide, Flinders Island):

How many vehicles do you intend to operate?

Provide registration number(s) if known:

Section 4: Required Documents

The following documents must be submitted with the application form:

ASIC current historical company extract (if applicant is a company) or certificate of incorporation (if applicant is an incorporated body).

Proof of identity (for individual applicant or nominated Responsible Person):

- a copy of a Tasmanian driver licence; or
- a copy of a passport or birth certificate and proof of address.

Current National Police Certificate (NPC) for either:

- the applicant (if applying as an individual)
- each of the partners (if applying as a partnership)
- the nominated Responsible Person (if applying as an organisation).

Note: The NPC must be issued by Tasmania Police (or equivalent interstate authority) for the purposes of a schedule I record and received by the Transport Commission within 90 days of extraction (refer to the [National Police Certificate Information Sheet](#) on the [Transport Services Tasmania](#) website).

Audit report of the required type, which is either:

- an external audit completed by an approved auditor (category A or B service); or
- a self-audit report (category C service or Hire and Drive service).

Note: If you are unsure about the category of your proposed passenger transport service you will need to complete the self-assessment tool on the [Transport Services Tasmania](#) website. A list of approved auditors is also available on the website.

Section 5: Optional Supporting Information

The following information is not mandatory but will help with the assessment of your application:

- A statement of previous relevant experience.
- Your business plan.
- If you (as an individual applicant or nominated Responsible Person) do not reside in Tasmania, how you intend to fulfil the responsibilities associated with the role.
- Other relevant information (e.g. personal referees / references).

Section 6: Signature

This application form must be signed by:

- a person who has the authority to do so (if applicant is a company or organisation); or
- all partners (if the applicant is a partnership).

The person making the application:

Signature

Name

Authority to sign on behalf of applicant if not an individual (e.g. Director)

Date

The nominated Responsible Person (if different from the person making the application):

Signature

Name

Date

The Witness:

Signature

Name

Date

This application and the [fee](#) can be lodged at any [Service Tasmania shop](#). The application fee must be paid on lodgement and is not refundable.

Personal Information Protection Statement

You are providing personal information to the Transport Commission which will manage that information in accordance with the [Personal Information Protection Act 2004](#).

The personal information collected here will be used by the Transport Commission and may be disclosed to other authorities, including the Department of State Growth and Registrar of Motor Vehicles, for the purpose of administering the [Taxi and Hire Vehicle Industries Act 2008](#), [Passenger Transport Services Act 2011](#), [Vehicle and Traffic Act 1999](#) and associated laws.

Failure to provide this information may affect the assessment of your application, or records not being properly maintained. The Transport Commission may also use the information for related purposes, or disclose it to third parties in circumstances allowed for by the law.

You have the right to ask the Department of State Growth to give you access to the personal information you have provided. You may be charged a fee for this service.

ENQUIRIES

Email operator.accreditation@stategrowth.tas.gov.au

Phone 1300 135 513



Department of State Growth
Passenger Transport Branch

GPO BOX 536
Hobart Tasmania 7001

Phone: 03 6166 3275

Email: operator.accreditation@stategrowth.tas.gov.au

This Guide and the associated manual is available online
at
www.transport.tas.gov.au/accreditation

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