

# Hire and Drive Passenger Service Operator Accreditation

## Manual (Hire and Drive)



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This manual is available online at: [www.transport.tas.gov.au/passenger/operators](http://www.transport.tas.gov.au/passenger/operators)

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# Introduction

## Who is this Manual for?

The Hire and Drive Passenger Service Operator Accreditation Manual (Manual) is for hire and drive passenger service operators who are required to hold operator accreditation in order to operate their service.

## What is in this Manual?

This Manual outlines the service, security and operational standards (Accreditation Standards) that hire and drive passenger service operators must comply with in order to be granted, and to retain, operator accreditation. These Accreditation Standards are the minimum standards expected of you as a hire and drive passenger service operator and include requirements to:

- keep relevant records relating to your service; and
- ensure that your vehicles are safe and inspected regularly.

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

## What are the Accreditation Modules?

The Accreditation Standards are divided into two modules:

### **Module 1: General Administration**

This module includes record keeping, and ensuring that you keep the Department of State Growth (here on in, known as 'the Department') up to date with the contact details and other details about your service.

### **Module 2: Vehicle Management and Administration**

This module includes regular inspections and a fault reporting system.

## Do I have to comply with everything in the Manual?

If you operate a **hire and drive passenger service** you must comply with the Accreditation Standards in both modules.

## Can I do more than what is in the Manual?

Yes. The Accreditation Standards outlined in this Manual are the minimum requirements you must meet in order to be assessed as compliant. These are the Accreditation Standards your service will be assessed against in an audit.

If you wish to put additional systems and processes in place that suit the needs of your business, you are free to do this. In some modules "Best Practice" principles are suggested for you to adopt if you wish to do so. These are encouraged, but are not mandatory and will not be assessed in the audit.

## Forms

Some modules include sample forms that you can use or adapt to the needs of your service as required.

# Module 1:

# Administration

## Introduction

There are four standards in the Administration Module.

The standards are:

- 1.1 Responsible Person
- 1.2 Record keeping
- 1.3 Accreditation details
- 1.4 Vehicle registration

There is also one “Best Practice” standard that is not mandatory:

- Customer service



## Standard 1.1

### Responsible Person

#### **For businesses, partnerships and other organisations only**

*If you are accredited in your own name (that is, as an individual person), this Standard does not apply to you. You are the Responsible Person for your service.*

#### Requirements for Standard 1.1

If your accreditation is for a business, a partnership, or another type of organisation you must appoint an individual aged over 18 years as your organisation's **Responsible Person** for your operator accreditation. (Section 18 of the *Passenger Transport Services Act 2011*.)

The person you appoint will depend on the type of organisation that operates the service, as shown below:

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

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

The Responsible Person's role is to:

- be the primary contact for the Department about 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 Hire and Drive Passenger Service Operator Accreditation Scheme and the legislation.

The Responsible Person may delegate any of the duties they have to perform under the legislation or the accreditation scheme to another person. **However, the Responsible Person is legally responsible for ensuring that the duties are carried out correctly.** The Responsible Person is the person that the Transport Commission will contact if your service does not meet these requirements.

If the Responsible Person ceases to have that role, you must inform the Commission who the new Responsible Person is within 14 days (refer to Standard 1.3).

A change of Responsible Person form can be found at [www.transport.tas.gov.au/fees\\_forms/operator\\_forms](http://www.transport.tas.gov.au/fees_forms/operator_forms)

# Standard 1.2

## Record keeping

### Requirements for Standard 1.2

You must ensure that the records and documents that you are required to keep (refer to the table below) are always:

- ▶ Kept up to date
- ▶ Stored in a readily accessible and secure place
- ▶ Available for inspection on demand by an Accreditation Auditor, an officer of the Department or a Transport Inspector.

### Which records must be kept?

You are required to keep the following records and documents for the Hire and Drive Passenger Service Operator Accreditation Scheme:

Standard Reference	Document
	Accreditation Certificate issued by the Transport Commission
	National Police Certificate for your service's Responsible Person
	Hire and Drive Passenger Service Operator Accreditation Manual
1.4	List or register of all the vehicles that you use to operate your service Registration documents for all vehicles
2.1	All roadworthiness inspection reports for each vehicle
2.2	All completed pre-departure inspection checklists for each vehicle
2.3	All fault reports for each vehicle Records of repairs undertaken as a result of faults identified
2.4	Records of vehicle safety and warranty inspections

You must keep all records for a minimum of three (3) years unless advised otherwise.



# Standard 1.3

## Maintaining accreditation details

### Requirements for Standard 1.3

- ▶ You must have a method in place to ensure that the Transport Commission is informed if certain events occur, or if any relevant details relating to your service change, as outlined below.

#### **1. Events you must inform the Transport Commission about**

There are certain events that you are legally obliged to inform the Transport Commission about. These are:

- If you are accredited in your own name, and are charged with a serious offence\* you must notify the Commission within 14 days.
- If your service's Responsible Person is charged with a serious offence\* he or she must notify the Commission within 14 days.
- If your Responsible Person ceases to have that role, you must notify the Commission of this and advise the Commission of the new Responsible Person within 14 days.

\* A **serious offence** is an offence prescribed in the *Passenger Transport Services Act 2011*. These offences are outlined in the Glossary.

#### **2. Changes of details you must advise the Transport Commission of**

You must inform the Transport Commission of any changes to your accreditation details including:

- Partnership, business or company name
- Business and postal addresses
- Telephone and fax numbers and email address
- Contact details of your Responsible Person
- The type of service you are operating
- Any other relevant information advised to you by the Commission

#### **3. How to notify the Transport Commission**

Post:

Passenger Transport Branch  
GPO Box 536  
Hobart TAS 7001

Email:

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

# Standard 1.4

## Vehicle registration

### Requirements for Standard 1.4

- ▶ You must keep a list or register of all the vehicles that you use to operate your service, including the carrying capacity of each vehicle and the registration details of each vehicle. An example of a vehicle register is provided overleaf.
- ▶ The vehicles you use to provide your hire and drive passenger service must be currently and correctly registered and you must keep the current registration documents for each vehicle.
- ▶ The vehicles you use to provide your hire and drive passenger service must have the correct Motor Accidents Insurance Board (MAIB) premium paid for the use of the vehicle. For vehicles registered as hire and drive vehicles, this is Class 8.



# Register Of Vehicles

This form sets out the minimum information that you are required to keep for each vehicle for accreditation. You may wish to create a more detailed form that includes information on the type of vehicle, the seating capacity of each vehicle, the date it is due for replacement and the date and place of purchase.

[illegible]

# Best Practice

## Customer service

*You may wish to put into place systems and procedures to ensure a high standard of customer service. This might include the following:*

- ▶ You should have the agreed vehicle available at the agreed time. If the agreed vehicle is unavailable, you must provide a vehicle of a similar age, make and model or provide to the client a full refund of any monies paid.
  - ▶ Before hiring out a vehicle, you should
    - ensure that the client produces for inspection a driver licence that allows them to drive a vehicle in Tasmania; and
    - satisfy yourself as to the client's identity.
  - ▶ You should enter into a vehicle rental agreement with the client.
    - You should make every effort to ensure that the client is aware of their responsibilities and obligations under this agreement (particularly in relation to unsealed roads and insurance).
    - The rental agreement should include an odometer reading for the start and end of the hire period.
    - You should keep rental agreements for a period of 12 months.
  - ▶ You should offer to provide assistance to the client in the operation of the vehicle at the commencement of hire.
- ▶ You should have a system in place that highlights any peculiarities in the operation of a vehicle to the client.
  - ▶ You should provide a 24 hour/7 day a week emergency breakdown service.
  - ▶ You should supply emergency breakdown telephone numbers to the client in writing.
  - ▶ You should have a system in place to ensure that a qualified mechanic or other person capable of repairing the vehicle attends the breakdown site within six (6) hours of a breakdown being reported
  - ▶ A vehicle should be repaired to a condition that would allow it to pass an inspection by an Approved Inspection Station or Transport Inspector within 24 hours of a breakdown being reported. If the vehicle cannot be repaired to the required standard within the 24 hour period, a replacement vehicle (or other negotiated arrangement) should be made available to the hirer at the breakdown site or other agreed location. The replacement vehicle should be of a similar age, make and model to the one that is being replaced.

# Module 2:

## Vehicle Management

### Introduction

To ensure that your hire and drive passenger service is safe, it is important that your vehicles are safe and roadworthy at all times.

This Module explains the requirements of the Hire and Drive Passenger Service Operator Accreditation Scheme relating to vehicle management.

### Vehicle Management Standards

There are four standards in the Vehicle Management Module. These relate to inspections, maintenance, fault management, breakdown contingencies and vehicle administration, as listed below:

- 2.1 Roadworthiness inspections
- 2.2 Pre-hire inspections
- 2.3 Fault reporting and clearance
- 2.4 Safety inspections

There are a number of regular inspections that apply to vehicles used to provide hire and drive passenger services. Some of these are required by law and others form part of the Accreditation Standards. These must all be included in your vehicle management system under Module 2.

The schedules are outlined below:

Activity	Timing	Carried out by	Reference
Pre-hire safety check	Before the vehicle is hired out	Driver, employee, operator or person nominated by the Responsible Person	Standard 2.2
Roadworthiness inspection	For vehicles over 3 years of age, 6 or 12 monthly, depending on the age of the vehicle	Approved Inspection Station	Standard 2.1
Safety or warranty inspection	Either of these inspections carried out every 6 months or 10,000 km, whichever comes first	Qualified mechanic or person approved by registered training organisation to carry out these inspections	Standard 2.4

## Documents to keep

You must keep a record of all of the relevant documentation that supports your vehicle management system. This forms part of the record keeping requirements set out in Standard 1.2.

The records and documents you must keep are:

- Reports and documents relating to each vehicle you operate:
  - Vehicle register (Standard 1.4)
  - Registration documents (Standard 1.4)
  - All roadworthiness inspection reports for each vehicle (Standard 2.1)
  - All completed pre-hiring vehicle safety checklists for each vehicle (Standard 2.2)
  - All fault reports for each vehicle (Standard 2.3)
  - Records of repairs undertaken as a result of faults identified, including the date the work was carried out and the name of the person or organisation undertaking the work (Standard 2.3)
  - Records of major vehicle safety inspections or warranty inspections including the date of the inspection, the inspection findings and the name of the person who undertook the inspection (Standard 2.4)

You may also wish to retain vehicle records that are not required to be kept for the purpose of accreditation, such as:

- Records of replacements and modifications to the vehicle (including the date the work was carried out and the name of the person or organisation undertaking the work)
- Records of scheduled maintenance and services for each vehicle

It may assist you when developing your vehicle management system to make a list of all tasks involved in keeping your vehicle records up to date and the names (or position titles) of the people who are responsible for carrying out each task. You may also wish to consider the procedures you have in place for ensuring that all relevant staff can access your vehicle management documentation.

You must retain all vehicle records for at least three (3) years. However, the documents that were examined during your previous audit do not need to be reviewed at each following audit





## Standard 2.1 Roadworthiness inspections

### Requirements for Standard 2.1

Vehicles used as hire and drive vehicles are required by law to have a regular roadworthiness inspection, as outlined in the table below. These inspections must be carried out by an Approved Inspection Station.

Small passenger vehicle (9 or fewer seats)	Frequency
Less than 3 years old	No inspection
3 to 15 years old	12 monthly
More than 15 years old	6 monthly

- You must have a system in place to ensure that your vehicles are inspected by an Authorised Inspection Station as required.

*The age of a vehicle is determined by the month and year of manufacture on the vehicle's compliance plate.*

*If the inspection due date for a vehicle falls within a proposed hiring period, the vehicle must not be hired out until the inspection has been completed.*

- All of your vehicles must display a current inspection label, where one is issued by the Inspecting Station.
- You must retain copies of all roadworthiness inspections for a minimum of three (3) years.

Large passenger vehicle (10 or more seats)	Frequency
Less than 12 months old	Initial inspection
12 months to 15 years old	12 monthly
More than 15 years old	6 monthly

# Standard 2.2

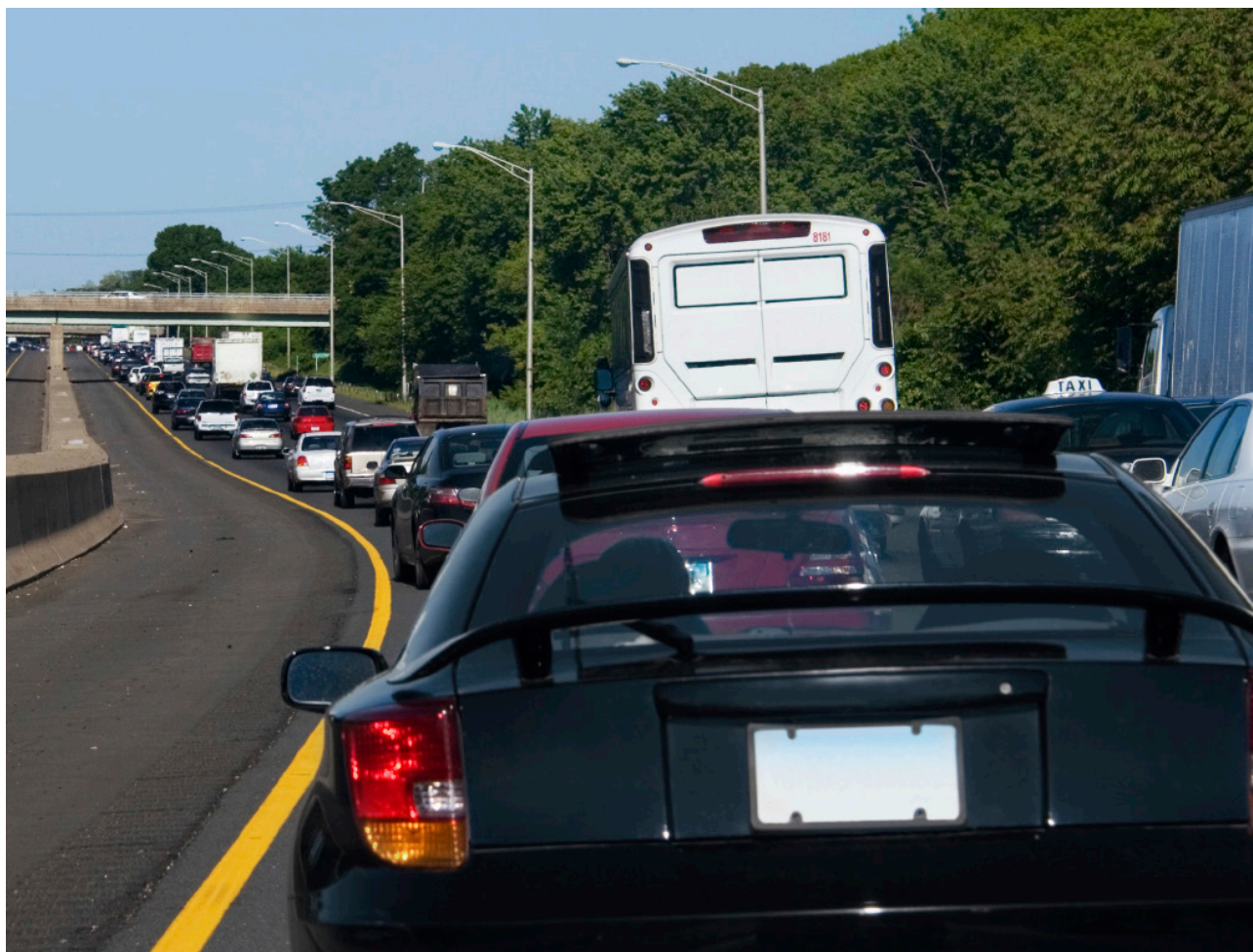
## Pre-hire inspection

### Requirements for Standard 2.2

- ▶ Every vehicle that you operate must be inspected according to a “Pre-Hire Inspection Checklist” (or an equivalent checklist) before it is handed over to the hirer of the vehicle.
- ▶ You may use the example “Pre-Hire Safety Checklist” provided overleaf or develop your own that covers (at a minimum) the items listed in this checklist.

*You may carry out the inspections yourself or nominate an employee to do it. However, ultimately it is your (or your Responsible Person's, if you have one) responsibility to ensure that the inspections are done correctly.*

- ▶ The person carrying out the inspection must satisfy themselves that the vehicle is currently registered before it is hired out. If the vehicle is a light vehicle it is not required to have a registration sticker affixed. Its registration can be confirmed by keeping a copy of the registration receipt with the pre-hire inspection documents for the vehicle, or by checking the vehicle's registration on the Department's website at [www.transport.tas.gov.au/online/vehicles](http://www.transport.tas.gov.au/online/vehicles)
- ▶ The inspection procedures should include a process for the person carrying out the inspection to report any faults or defects identified during the inspection (refer Standard 2.3).
- ▶ You must have systems in place to ensure that you notify the hirer of the vehicle in writing of any body damage to a vehicle before hand-over of the vehicle. You must give the client, at the beginning of the hire period, the opportunity to dispute this document.
- ▶ You must keep records of these checks for a minimum of three (3) years.



# Pre-Hire Inspection Checklist

## **General:**

- ☐ Vehicle identification
- ☐ Vehicle is registered
- ☐ Inspection label
- ☐ Handbrake
- ☐ Footbrake
- ☐ Seat belts
- ☐ Door, boot and bonnet locks
- ☐ Horn
- ☐ Heaters
- ☐ Air conditioning (if applicable)
- ☐ Central locking (if applicable)
- ☐ Power windows (if applicable)
- ☐ Fire extinguisher (if applicable)

## **Gauges:**

- ☐ Petrol gauge
- ☐ Odometer
- ☐ Speedometer
- ☐ Temperature warning device

## **Mirrors, windscreens and wipers:**

- ☐ Mirrors
- ☐ Windscreen and window damage
- ☐ Wipers and washers
- ☐ Demister system

## **Lights:**

- ☐ Indicators
- ☐ Brake lights
- ☐ Tail lights
- ☐ Headlights
- ☐ Parking lights
- ☐ Hazard lights
- ☐ Interior light(s)
- ☐ Number plate light

## **Tyres and wheels:**

- ☐ Tyres tread
- ☐ Spare tyre
- ☐ Tyre changing equipment
- ☐ Wheel nuts

## **Fluid levels:**

- ☐ Oil level
- ☐ Water level
- ☐ Brake fluid
- ☐ Battery fluid
- ☐ Power steering fluid (if applicable)
- ☐ Other fluids (if applicable)

Other

# Pre-Hire Inspection Checklist

Describe and mark on the diagram any body damage to the vehicle

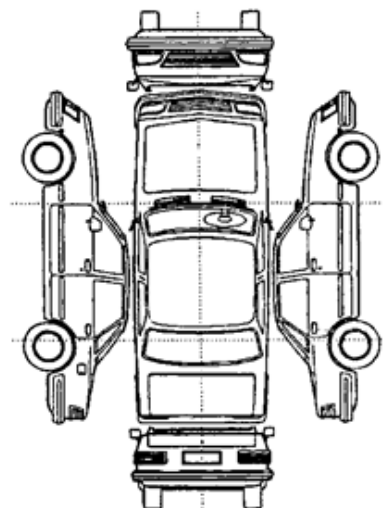
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[Operator to insert diagram of appropriate vehicle]



Other comments

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Comments from hirer of the vehicle

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Signatures

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*(Hirer of the vehicle)*

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*(Hire and Drive Operator)*



# Standard 2.3

## Fault reporting procedures

### Requirements for Standard 2.3

- ▶ You must have a fault reporting and clearing system in place to enable you to identify any mechanical or electrical faults or defects that occur in your vehicles and to have these repaired and cleared. An example fault reporting form is provided overleaf.
- ▶ This must include the things listed in the section titled ***What must be in a fault reporting system?***
- ▶ The system must apply to faults that:
  - are identified during the pre-hire safety checks (Standard 2.2);
  - are identified during routine roadworthiness inspections (Standard 2.1)
  - are identified during safety inspections (Standard 2.4); or
  - occur while the vehicle is on hire.
- ▶ You must retain all records and documentation recording all fault reports and repairs to the vehicle, including the date the repairs were done and the name of the person or organisation who has undertaken the work.
- ▶ You must retain all records for at least three (3) years.

### What must be in a fault reporting system?

Your fault reporting system should include the following things at a minimum:

- ▶ There is a process to ensure that vehicle faults are reported to the person who is responsible for actioning any repairs.
- ▶ Hirers are aware of their responsibilities for reporting faults.
- ▶ If a fault has been assessed as not requiring immediate repair, the system should:
  - identify that the repair has been deferred,
  - record the reason for the deferral,
  - identify how the mechanical/electrical fault is to be monitored until repaired, and
  - identify the person who made the decision.
- ▶ The system must allow for any on-road fault to be recorded and reported as soon as practicable and must ensure that appropriate action is taken at the time (e.g. taking the vehicle off the road if the fault may compromise safety).
- ▶ In the case of a vehicle found to be unsafe to operate, the system must include a method of preventing that vehicle from being operated until the fault is repaired and the safety of the vehicle assured.
- ▶ The system must include a method of formally recording the completion of a fault repair.



# Fault And Clearance Report

This form may be used to track vehicle faults, repairs and fault clearance.

Vehicle Details			
Company / Operator			
Vehicle registration	Fleet / vehicle number	Vehicle type	Odometer reading

Fault Report						Fault Clearance		
Item No.	Date	Description of fault, or symptoms	Action taken (tick)	Action by (name and signature)	Reason for action	Date	Repairs / action taken	Certified by (name and signature)
			<input type="checkbox"/> Repair <input type="checkbox"/> Defer <input type="checkbox"/> Monitor					
			<input type="checkbox"/> Repair <input type="checkbox"/> Defer <input type="checkbox"/> Monitor					
			<input type="checkbox"/> Repair <input type="checkbox"/> Defer <input type="checkbox"/> Monitor					
			<input type="checkbox"/> Repair <input type="checkbox"/> Defer <input type="checkbox"/> Monitor					
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			<input type="checkbox"/> Repair <input type="checkbox"/> Defer <input type="checkbox"/> Monitor					
			<input type="checkbox"/> Repair <input type="checkbox"/> Defer <input type="checkbox"/> Monitor					



## Standard 2.4

### Safety inspection

#### Requirements for Standard 2.4

- ▶ You must have a system in place to ensure that all of your vehicles undergo a full safety inspection every six (6) months or 10,000 km, whichever occurs first. This safety inspection can be a vehicle service undertaken by an authorised dealership during warranty period or a roadworthiness inspection under standard 2.1.
- ▶ These inspections must be carried out either by a qualified mechanic, or a person who has been assessed by a Registered Training Organisation as having the skills necessary to undertake these inspections or an authorised dealership.
  - **Vehicle up to 4.5 tonnes GVM:** The vehicle must be checked for compliance with the Light Vehicle Inspection Manual.
  - **Vehicle over 4.5 tonnes GVM:** The vehicle must be checked for compliance with the Heavy Vehicle Inspection Manual.
- ▶ Safety inspection checklists must cover all roadworthiness and safety related items and it must be possible to identify the specific items that were inspected.
- ▶ The safety inspection system must provide for the documenting of inspection findings and identity of the person undertaking the inspection, as well as the recording of faults and the action taken to rectify the fault.
- ▶ You must retain records of these safety inspections for a minimum of three (3) years and produce them on demand by a Transport Inspector or the Transport Commission.
- ▶ If the vehicle is on hire at the time the inspection becomes due, the vehicle should be inspected at the end of the hire period and must not be re-hired until the inspection has been done.

**BEST PRACTICE:** *The Department recommends that you have a system of scheduled maintenance and servicing in place to ensure that your vehicles are serviced at regular intervals, either in accordance with the manufacturer's recommendations or at intervals you deem to be appropriate.*

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# Glossary

**Responsible Person** An 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 hire and drive operator 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.

In this manual, if your accreditation is in the name of a business, a partnership or other type of organisation, the references to “you” are taken to be references to the Responsible Person. If your accreditation is in the name of an individual, that individual is taken to be the Responsible Person.

**Transport Commission** The Transport 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.

**Hire and Drive Passenger Service** 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.

## Serious Offence

### What is a serious offence?

A serious offence is an offence prescribed in the Passenger Transport Services Act 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 etc)
- 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 etc)



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