

Passenger Transport Services Operator Accreditation Information Sheet

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1. General Information

a. What is accreditation?

The [Passenger Transport Services Act 2011](#) regulates passenger transport services.

The accreditation scheme is intended to ensure that passenger transport 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 transport 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.

b. Do I need to be accredited?

If you are intending to provide a [passenger transport service](#) accreditation is a legal requirement.

Unless a vehicle is used for [personal, private use](#), all providers of a passenger transport service using a large passenger vehicle (10 seats or more – including the driver's seat) must be accredited by the Transport Commission:

- irrespective of whether a fare or fee is charged for the use of the vehicle; and
- if the passenger service provided is available to the public and is deemed to be a transport concern.

Additionally, all providers of a passenger transport service in a small passenger vehicle (a vehicle with 9 seats or less – including the driver's seat) must be accredited by the Transport Commission:

- where the customers pay a fare or fee; and
- the service is available to the general public and is deemed to be a transport concern.

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

Phone 1300 135 513

A passenger service is taken to be a transport concern if it is operated by a business or undertaking:

- as its sole activity;
- as one of its main activities; or
- as an integral and indispensable component of its sole activity or one of its main activities, not merely as an incidental, occasional or dispensable adjunct to that activity.

The Act does not apply to “[private passenger services](#)”, a large passenger vehicle used for “[personal, private use](#)” or temporarily registered to a Motor Dealer or otherwise declared as not used for the carriage of passengers, or a vehicle used for “[incidental passenger services](#)”.

c. Voluntary accreditation

A person who operates a small passenger vehicle who is not required to be accredited may apply for voluntary accreditation in respect of that service.

d. Driver licensing requirements

In addition to the required class of driver licence for the vehicle being driven, operators must observe the requirements for the Ancillary Certificate endorsement on their driver licence. A driver must hold an ancillary certificate endorsement on their driver licence where a commercial passenger transport service is provided.

Information on driver licences and ancillary certificates is available from the [Department's website](#).

A commercial service includes:

- a taxi, luxury hire car or restricted hire vehicle service;
- a service provided by a business that is a transport concern, using large passenger vehicle that is available to the general public where the passengers have to pay a fare.

e. Does my vehicle need a licence?

With the exception of taxis, luxury hire cars and restricted hire vehicles, individual vehicles are not required to operate under the authority of a licence. There is no limit to the number and type of vehicles a person may operate under the accreditation scheme.

Evidence of a transport operator's accreditation (a certificate of accreditation issued by the Transport Commission) must be displayed in any vehicle carrying out a passenger service on their behalf.

2. Getting Accredited

A person, incorporated body, unincorporated body or partnership is eligible to apply for accreditation.

An applicant for accreditation that is not an individual must nominate a person as the Responsible Person for the purposes of accreditation. A person nominated must be:

- an officer or employee in the case of an incorporated body;
- a member in the case of an unincorporated body; or
- a partner in the case of a partnership.

a. How do I apply for accreditation?

Intending operators must complete the [self-assessment tool](#) on the Department's website. This will provide an applicant with access to an accreditation guide for the service to be provided and an application form.

The Department has prepared manuals and accreditation guides that outline the minimum standards required in terms of safety and roadworthiness of vehicles, certification of drivers, management of reportable incidents and emergencies, and other safety-related matters, as well as auditing requirements. These manuals are provided to applicants for accreditation and are available on the [Department's website](#).

A [National Police Certificate](#) for the individual applicant or the accredited operator's nominated Responsible Person is required to be submitted with an application for accreditation (or if that person changes), and every subsequent 3 years. An application to obtain this is available from your local Police Station or from Service Tasmania. Fees may apply.

The proposed services cannot be provided until a certificate of accreditation is issued by the Transport Commission.

b. What happens if I don't comply with accreditation standards?

There are a range of penalties and sanctions that may be applied in the event of non-compliance with the standards of accreditation.

The Transport Commission may suspend or cancel accreditation, impose a probationary status on accreditation, or impose or vary the conditions of accreditation.

A transport operator may seek a review of any decision taken by the Transport Commission in relation to accreditation sanctions – see the [Review of Decisions under the Passenger Transport Services Act 2011](#) and [Review of Decisions under the Taxi and Hire Vehicle Industries Act 2008](#).

3. Audits

Before being certified for accreditation, you will need to have systems and procedures in place to ensure that you can meet the accreditation safety standards on an on-going, day-to-day basis.

An initial audit will need to be undertaken - whether conducted by an authorised accreditation auditor, or as a self-assessment - to confirm that you meet the standards required for accreditation. Once this has been done, the auditor will provide the Commission with an Audit Certificate.

This initial entry audit should not be undertaken unless an application for accreditation has been submitted to the Commission. The Commission will use the auditor's certification as the basis for approval of an [application](#) for accreditation.

Accredited operators must undertake regular subsequent accreditation audits. The Commission will advise operators of their audit requirements following approval of an application for accreditation. Audits are measured against the requirements of the accreditation manual issue by the Commission. Audits performed by authorised external auditors are carried out at the operator's cost. Audit costs are negotiable between auditor and operator.

If one of the following passenger transport services is to be provided:

- taxi;
- luxury hire car;
- restricted hire vehicle;
- commercial large passenger vehicle (10+ seats); or
- non-commercial large passenger vehicle (13+ seats);

an authorised auditor must be engaged to conduct the compliance audit. The audit is paid for by the operator. The auditors set the costs for their services. Audit costs are not regulated by the Government.

Operators of the following services:

- non-commercial large passenger vehicles (10-12 seats);
- hire and drive passenger service operators (rental vehicles); and
- operators who are accredited voluntarily

may either perform a [self-assessment audit](#), or engage an accreditation auditor at their own expense.

The names and contact details of [authorised auditors](#) are available on the [Department's website](#).

The Commission may – if it believes an operator is not providing a safe service – require a random or triggered audit of an operator's accreditation and operational processes.

4. Application Forms and Fees

The application form for a respective service is contained within the appropriate [accreditation guide](#).

Completed application forms should be lodged at a Service Tasmania shop with the [application fee](#) and the National Police Certificate (NPC) for the nominated Responsible Person. The original NPC should not be lodged, a copy can be made by Service Tasmania staff and forwarded to the Department.

You will be notified in writing as to whether your application was successful.

5. Further Information

This information sheet is one in a series of information sheets listed below that provide further detail on a range of passenger transport matters. This information can be accessed from the [Department's website](#). Copies of the information sheets are available from Service Tasmania shops or by calling 1300 135 513.

Other information sheets available are:

- Large Passenger Vehicles
- Hire and Drive Passenger Services
- Taxi, Luxury Hire Car and Restricted Hire Vehicles
- Review of Decisions Under Passenger Transport Legislation
- Vehicle Inspections

More detailed information on the legislation relevant to Passenger Transport Services Operator Accreditation (listed below) can be found on the Tasmanian Government's legislation [website](#):

- [Passenger Transport Services Act 2011](#)
- [Vehicle and Traffic \(Driver Licensing and Vehicle Registration\) Regulations 2010](#)
- [Vehicle and Traffic Act 1999](#)
- [Taxi and Hire Vehicle Industries Act 2008](#)

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