

# Accredited Taxi Operators - Duty to Notify the Transport Commission of Incidents

Form ID: PT904- 01 (03/23)

Notifying the Transport Commission about fatalities, serious injuries or incidents which expose people to risks to their safety allows the Commission to monitor safety and causes of incidents in the on-demand sector.

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

## What is a notifiable incident?

A notifiable incident is an incident that results in:

- the serious injury of any person (this includes but is not limited to incidents that require emergency medical services assistance). If you're unsure if it's a serious injury then it's best to report the incident
- attendance by police
- a passenger or driver being treated by ambulance officers or transported by ambulance, or admitted to hospital as a result of the injury
- a collision involving the on-demand vehicle which results in the vehicle being unable to continue with its journey
- a collision or impact arising out of a vehicle fault, that may include a failure of any brake, steering or suspension system, or wheels or tyres, which results in the vehicle not being able to commence or complete its journey
- a complaint being made to police involving an allegation of sexual assault, indecent exposure, physical assault or threatening behaviour
- where a driver while providing an on-demand service is charged with a major traffic offence such as high range speeding, drink driving or positive drug test
- where a driver is charged with a serious offence or other offence which calls into question whether they are a fit and proper person to hold an ancillary certificate

## What is a notifiable incident procedure?

A notifiable incident procedure sets out:

- the requirement of anyone involved in a notifiable incident to report the incident
- the process to report the incident, such as which form to be completed, how to fill out the form and who to give the form to so the responsible person or the accredited operator can report the notifiable incident to the Transport Commission

- the training of operators and drivers about the process
- the keeping of records relating to notifiable incidents.

## Who is required to notify?

An accredited taxi operator or responsible person (if applicable) must report a notifiable incident relating to their taxi service within **14 days**.

The person making the notification will need to provide information about:

- the name of the booking service provider/accredited operator
- whether reporting on behalf of an operator, driver or registered operator
- incident type
- time and location of the accident/incident
- date and time that they became aware of the incident
- details of any party involved (where known)
- details of any person in attendance (if known)
- a description of the accident/incident
- any steps taken to prevent a reoccurrence of the accident/incident.

## ENQUIRIES

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

Phone 1300 135 513