

Public Passenger Vehicle Operator Accreditation Information Sheet

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1. General Information

The Passenger Transport Act 1997 regulates passenger transport operations, and includes:

- a registration-based system for authorising the operation of Public Passenger Vehicles and Hire and Drive Vehicles;
- mandatory road safety-based operator accreditation schemes for passenger transport, and hire and drive operators; and

- voluntary alternative compliance arrangements for both freight and passenger operators. This Information Sheet provides an overview of accreditation requirements.

a. What is accreditation?

All providers of public passenger services must be accredited by the Transport Commission.

A public passenger service is either:

- a regular passenger transport service; or
- any transport service involving a motor vehicle that is used or hired, together with a driver, for the carriage of passengers for reward; or
- any transport service involving the hiring out of a large passenger vehicle, together with a driver, to carry passengers.

Accreditation means the operator has processes in place to ensure safety of service, certification of drivers and other related matters. This will need to be confirmed at regular, scheduled intervals by an authorised, independent Auditor.

NOTE: For advice on the interpretation of "for reward" in relation to the community services/not for profit sector (other than schools and aged care facilities), see Section 3c of the [Public Passenger Vehicles Information Sheet](#).

With the exception of taxis and luxury hire cars, 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.

b. As a Public Passenger Vehicle operator, do I need to be accredited?

Generally, all operators of Public Passenger Vehicle and Hire and Drive services must be accredited by the Transport Commission. There are some circumstances when an exemption may be granted (see section 2c).

Entrants to the public passenger vehicle industry are required to meet all requirements of accreditation before they will be able to operate services in Tasmania. Scheduled audits are required, to ensure maintenance of road safety-based services.

Accreditation can be applied for in a range of categories aligned with the specific public passenger services carried out. The categories of public passenger vehicle accreditation are as follows:

- general regular passenger transport service;
- student-only regular passenger transport service;
- open tour and charter service;
- restricted tour and charter service;
- community, private or courtesy service using large passenger vehicles;
- taxi or luxury hire car service;
- limited passenger service; and
- other prescribed services.

Evidence of a person's accreditation must be displayed in any vehicle carrying out a public passenger service on their behalf.

2. Getting Accredited

a. Am I eligible to apply for accreditation?

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

An applicant for accreditation must nominate a person as responsible officer for the purposes of accreditation. A person nominated as responsible officer must be:

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

b. How do I apply for accreditation?

The Transport Operator Accreditation section has prepared guideline manuals that detail the minimum standards and procedures required in terms of roadworthiness of vehicles and certification of drivers, management of complaints and other customer issues, and also detail auditing requirements. These manuals are provided to all accredited operators, and to applicants for accreditation.

Before applying for accreditation, you will need to have procedures in place to ensure that you can meet the road safety standards on an on-going, day-to-day basis. An authorised Auditor will need to initially confirm that you meet the standards required for accreditation. Once this has been done, he/she will provide you with an Audit Certificate. A copy of this certificate should be attached to your application for accreditation (see section 4a). Audits are carried out at the operator's cost. Audit costs are negotiable between auditor and operator.

While an applicant may submit an application for accreditation prior to obtaining an audit certificate, it will reduce the time taken for approval of an application if the certificate is provided with the application. The Transport Operator Accreditation section will use the auditor's certification as the basis for approval of an [application](#) for accreditation.

For more information on what standards are required for accreditation, you should contact the Transport Operator Accreditation section on (03) 6233 5376.

c. Can I apply for an exemption from accreditation?

Yes. Exemptions may be granted in the case of interstate operators who are accredited, to the Transport Commission's satisfaction, under a corresponding law of another State or Territory.

To apply for an exemption from accreditation, you will need to fill in the appropriate form (see section 4b).

d. How do I renew accreditation?

Accreditation is renewable for a maximum period of 5 years.

The Department of Infrastructure, Energy and Resources will contact you when your accreditation is due for renewal.

Consideration of an application for renewal of accreditation will give regard to an operator's performance during the previous accreditation period, taking into account such matters as condition of vehicles, and the results of regular audits of the applicant's operations.

e. 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 your accreditation, impose a probationary status on your accreditation, or impose or vary the conditions of accreditation. Any decision taken by the Transport Commission in relation to accreditation sanctions is subject to a review process (see the [Review Of Decisions Under Passenger Transport Legislation Information Sheet](#)).

f. Am I able to view the accreditation register?

Yes. The Transport Commission must keep a register of accredited public passenger vehicle operators. The register is available for public inspection and provision of extracts.

[Fees](#) apply to the provision of information from the register.

3. Audits

a. Will I be subject to accreditation audits?

The Transport Commission will need to satisfy itself that the terms of operator accreditation are being met. Methods for achieving this will consist of a range of measures such as:

- scheduled audits undertaken by an Authorised Auditor at specified intervals; or
- a random audit of an operator's accreditation outcomes (eg a random inspection of a vehicle).

4. Application Forms/Fees

a. Accreditation

- Application forms are available through Service Tasmania shops.
- A copy of your National Police Certificate must be attached to the application form. In Tasmania, an application to obtain this is available from your local Police Station or Service Tasmania. Fees may apply. If the applicant or the responsible officer holds a current ancillary endorsement on their Driver Licence, the Certificate is not required.

- If possible, a copy of the relevant Audit Certificate must also be attached to an application. As noted, applications may be submitted without obtaining an audit certificate, however the desired services cannot be provided until the audit certification is obtained, and a certificate of accreditation is issued.
- Completed application forms should be returned to a Service Tasmania shop or mailed to the Transport Operator Accreditation section of the Department of Infrastructure, Energy and Resources, GPO Box 936, Hobart, 7001.
- You will be notified in writing as to whether your application was successful.
- An application fee must accompany an application for accreditation.

FEES: All public passenger vehicle and accreditation fees are detailed at the following link:

http://www.transport.tas.gov.au/fees/ppva_fees.html

b. Exemption from accreditation

- Application forms are available through Service Tasmania shops.
- Completed application forms should be returned to a Service Tasmania shop or to the Transport Operator Accreditation section of the Department of Infrastructure, Energy and Resources, GPO Box 936, Hobart, 7001.
- There are currently no application fees for exemption from public passenger vehicle or hire and drive accreditation.

5. Like Further Information?

This sheet is one in a series (see below) that provide further detail on a range of public passenger vehicle and accreditation matters. This information can be accessed from the Department of Infrastructure, Energy and Resources' public [website](#). Copies of the Information Sheets are available from Service Tasmania shops or by contacting the Department of Infrastructure, Energy and Resources. Telephone Enquiry Service on 1300 851 225.

Other Information Sheets available are:

- [Public Passenger Vehicles](#)
- [Hire and Drive Operations](#)
- [Loading Zone Use](#)
- [Vehicle Inspection Scheme](#)
- [Small Public Passenger Vehicle, Taxi and Luxury Hire Car Operations](#)
- [Review of Decisions Under Passenger Transport Legislation](#)

More detailed information on the legislation relevant to Public Passenger Vehicles (listed below) can be found on the legislation website <http://www.thelaw.tas.gov.au/> or you can obtain a copy from the Print Applied Technology Bookshop at 123 Collins Street, Hobart 7000. Phone: 1800 030 940.

- [Vehicle and Traffic Act 1999](#)
- [Passenger Transport Act 1997](#)
- [Passenger Transport Regulations 2000](#)
- [Taxi and Luxury Hire Car Industries Act 2008](#)
- [Taxi Industry Regulations 2008](#)
- [Luxury Hire Car Industry Regulations 2008](#)