

Guidelines for Bus Operator Accreditation Requirements



National Transport Commission

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Foreword

The National Transport Commission regularly meets with bus regulators from all jurisdictions. At a meeting in 2003 it was agreed that the bus industry, and people wishing to enter the bus industry would benefit from a publication summarising the different bus and coach operator accreditation requirements in each State and Territory.

In 2000, the Austroads publication AP-R183 *Mutual Recognition of Bus Drivers and Operators* was released. That report clearly showed that regulators are required by the *Mutual Recognition Act 1992* to recognise bus drivers licensed in another jurisdiction. However, the report also showed that there is no requirement under the Act to recognise bus operators from another jurisdiction. Operator accreditation requirements differ slightly in every State and Territory of Australia. This makes it difficult for businesses to expand into other jurisdictions and presents a challenge for people wishing to enter the bus industry at the national level.

Regulatory authorities are seeking to harmonise the different accreditation regimes. However, it is expected that this will take some time. As an interim step this publication will help in understanding the extent of the differences and provide useful contacts for businesses wishing to enter the bus industry in a new State or Territory.

This publication provides a summary of relevant requirements. It is not intended to be a substitute for legal advice on the exact requirements. Readers are encouraged to check the relevant legislation listed for each State and Territory and to consult the contacts listed.

The NTC would like to thank all the officers who contributed information for this publication and the Bus Industry Confederation for its support of this initiative.



TONY WILSON
Chief Executive
National Transport Commission

January 2004

ACT

Definition of bus

A motor vehicle built to carry people that seats 10 or more adults, including the driver

Types of services covered

A motor vehicle built to carry people that seats 10 or more adults, including the driver

Credentials of operator

Fit & Proper Person declaration, suitable Police Character Check, Statement of Financial Viability, Certificate of Transport Management, acceptable Service Standards for the operation of a bus service

Training Requirements

Certificate of Transport Management from the Institute of Transport Studies, University of Sydney (or equivalent) required only for bus operators with 6 or more buses, otherwise nil requirements

Vehicle safety

Vehicle maintenance requirements include:

- A maintenance program in accordance with manufacturer's standards
- Details of repairers or facilities and equipment used to repair buses
- Yearly road worthiness and public passenger vehicle inspection by Road User Services
- Random vehicle inspection by Vehicle Inspection Unit

Management Requirements

Records kept for a minimum of 4 years as follows:

- Maintain a complaints register
- Maintain lost property register
- Appropriate lost property storage facilities
- Evidence of customer service and other staff training provided
- Evidence that OH&S procedures are followed
- Evidence of bus cleaning program or details service provider
- Driver management
- Fleet register
- Maintenance program

Information collected / provided

- Copy of the public fares to be charged, timetables, route maps and tour information provided
- The name of accredited operator and accreditation number to be displayed on bus
- Conspicuous display of signs telling people they may be under video surveillance inside and outside the bus if the bus is fitted with a security camera
- Inclusion of ACT accreditation number in all advertising of the bus service

Customer safety requirements

- Maximum number of passengers in buses
- Bus and fittings to be clean and undamaged
- Accidents to be notified

Enforcement penalties

- Infringement notices may be served by authorised persons under the Road Transport Legislation
- Summonses for offences under the *Road Transport (Public Passenger Services) Act 2001* are dealt with by the courts
- Infringement penalty amounts and court penalties are specified in the *Road Transport (Public Passenger Services) Act* and Regulations, and the Road Transport (Offences) Regulations
- Non-compliance notices may be affixed to a vehicle by authorised persons
- Accredited bus service operators are audited at least once every three years
- The Road Transport Authority may take disciplinary action against an accredited bus service operator including reprimands, orders, suspension and cancellation

Contact details

Rosemary Garrett
Public Transport Policy,
PO Box 151, Civic Square, ACT 2608
Phone: 02 6207 6181; Fax: 02 6207 7160

Email: Rosemary.garrett@act.gov.au, or
busaccreditation@act.gov.au

Web:

www.urbanservices.act.gov.au/transroads/bus.html

References

Road Transport (Public Passenger Services) Act 2001

Road Transport (Public Passenger Services) Regulations 2002

Road Transport (Offences) Regulations 2001

New South Wales

Definition of bus

Motor vehicle which seats 8 or more adults, including the driver

Types of services covered

Regular passenger bus service, and long distance, tourist and charter bus service

Credentials of operator

Evidence to certify the operator has met prerequisite accreditation requirements, ie:

- Fit and proper / good repute (applicant to declare charges, convictions and criminal history and to give consent for criminal history checks)
- Has read and understood all relevant operator accreditation requirements (signing of declaration)
- 2 character references
- Accountant's statement to certify financial ability to operate the bus service applied for

Training Requirements

Attainment of relevant competence and knowledge, eg. Certificate of Transport Management and Certificate of Coach Management by Institute of Transport Studies, University of Sydney (or equivalent)

Vehicle safety

Vehicle maintenance requirements include:

- Average fleet age of 12 yrs (larger buses) and 8 yrs (smaller buses) for regular passenger service contracts bus; no age limit for buses used in other services

- Cleaning program
- Roadworthiness Inspection – twice per year by the Roads and Traffic Authority
- Vehicles maintained in accordance with manufacturers' standards and preventative maintenance program
- Records kept for a minimum of 2 years
- Maintenance facilities – as submitted by operators when applying for operator accreditation and service contracts

Management Requirements

Management information system including:

- Driver management and safety – maintain drivers' records for 2 years
- Fleet register, including registration and insurance details
- Maintenance records
- Accident reporting
- Complaint reporting management

Third party property damage insurance

Facility for lost property

Information collected / provided

- Telephone information service:
 - Service availability and lost property
- Customer complaints
- Timetables provided to the public
- Setting of reasonable timetables, ie. able to be met without breaking speed
- Maintain manifests for each time a bus is used in service for up to 2 years (to facilitate effective accident reporting)

Customer safety requirements

Security devices:

- Install approved camera system in buses (regular route services in Metropolitan areas only, ie. Sydney, Newcastle, Wollongong and the Central Coast)
- System operable at all times – checking and monitoring performance of the system

Accident notification

Compliance with relevant road safety requirements including:

- Maximum driving hours and maximum work times for drivers
- Minimum rest breaks for drivers
- Drivers' log books
- Two-up driving
- Drivers to report vehicle fault to operator
- Seat belts – fitting and wearing
- Vehicle monitoring devices – fitting and using
- Speed limiters – fitting and using
- Drivers' general road safety obligations

Display 40km/hr static signage and flashing headlights when carrying school children

New buses manufactured after 1 August 1997 must be fitted with an approved door safety system

Enforcement penalties

- Ministry of Transport Compliance Officers audit bus operators to ensure compliance with accreditation standards from time to time
- Infringement notices and "show cause" letters are issued where breaches of accreditation conditions or service contract conditions are found
- Infringement notices are penalty notice offences related to those conditions prescribed in the Regulation

Authorised officers (including police officers and officers of the Roads and Traffic Authority) are also empowered to issue infringement notices

Contact details

For the public:

Ministry of Transport
Phone: (02) 9268 2800
Email: mail@transport.nsw.gov.au
Web: www.transport.nsw.gov.au

For mutual recognition policy:

Email: mary.wong@transport.nsw.gov.au
Phone: (02) 9891 8900

For passenger safety issues:

Email: carolyn.boden@transportregulator.nsw.gov.au
Phone: (02) 8263 7100

References

Passenger Transport Act 1990

Passenger Transport (Bus Services) Regulation 2000

NB: Service contract includes – mutual agreement between operators and Transport NSW

Northern Territory

Definition of bus

An approved motor vehicle fitted, equipped and constructed in accordance with the Australian Design Rules (within the meaning of the Motor Vehicles Act), or other standards as the Director of Commercial Passenger (Road) Transport determines, to carry more than 8 passengers (excluding the driver) and used to carry passengers for hire or reward

Types of services covered

Route service, tour and charter bus service, shuttle service

Credentials of operator

Fit and proper / good repute. Arrange for criminal history checks to be supplied direct from NT Police (including interstate Police)

Insolvency and Trustee Service Australia (ITSA) check for financial insolvency

Applicants are interviewed to explain requirements for operator accreditation and to answer questions

Applicants to demonstrate the capacity to meet the required standards of safety of passengers and the public

Training Requirements

No training requirements for operators

Vehicle safety

- Vehicle to be inspected every 6 months by Transport Inspectors (Alternative Compliance Scheme available)
- Minimum cleanliness requirements
- Maximum age of 15 years for urban route service and school bus contract

- Vehicle to be maintained in accordance with vehicle manufacturer's maintenance requirements
- Records to be kept for a minimum of 3 years
- Authorised Officers (Commercial Passenger Vehicle Inspectors, Transport Inspectors or Police) may audit bus operators from time to time

Management Requirements

- Maintain register of driver's licence details (validity, class, address etc) for duration of employment
- Maintenance records of vehicles
- Mandatory reporting of accidents
- Complaint recording system
- Maintain brief description of all journeys undertaken by each vehicle

Information collected / provided

- Utilisation of on board monitoring system (Execulog System) which captures
 - Driver's ID number
 - Route number
 - Vehicle parameters eg. engine rpm, speed etc.
- On board ticketing system (Wayfarer system) which collects passenger fare types and numbers tendered at each stop
- Timetables, route maps and tour information supplied
- Telephone information service
- Display maximum number of passengers allowed to be carried (seating only, or seated and standing)
- Any other matter required by the Director of Commercial Passenger (Road) Transport as a condition of the operator's licence

Customer safety requirements

- Approved camera system installed in buses for urban route services and school bus contracts
- Vehicle monitoring devices (re Execulog System)
- New buses must be fitted with an approved door safety system

- Signage and flashing lights to be displayed when operating a school bus scheduled run
- Destination to be displayed for route services
- Operator must ensure drivers comply with the NT Road Transport Code of Practice (Fatigue Management)

Enforcement penalties

Authorised officers are empowered to:

- issue summons
- issue infringement notices
- issue show cause letters
- defect unsafe vehicles
- require defects (either premises or vehicle) to be remedied or order dangerous practice to cease

Contact details

For the public: ptcpv@nt.gov.au

For policy: kate.mctaggart@nt.gov.au or george.timson@nt.gov.au

General enquires phone number: 08 8924 7845

References

Commercial Passenger (Road) Transport Act
1 October 2003

Passenger Bus Regulations in force 1 October 2003

Motor Omnibus Regulations in force 1 August 2003

Motor Vehicles Act
1 August 2003

Queensland

Definition of bus

A motor vehicle with seating capacity for 9 or more passengers, excluding the driver

Types of services covered

All services carrying passengers if:

- the service is provided for fare or other consideration; or

- the service is provided in the course of a trade or business (but not if it is provided by an employer solely for employees); or
- if the service is a courtesy or community transport service

Such services include urban scheduled, school scheduled, long distance, general (tour, charter, transfer), taxi, limousine, community and courtesy

NB: Not all of the above services require operator accreditation (some community and courtesy transport services are exempt)

Credentials of operator

Operator accreditation may be refused if:

- the person(s) has been convicted of a disqualifying offence, or charged with a disqualifying offence which has not been finally disposed of
- the person(s) does not comply with a standard applying to operator accreditation
- a previous operator accreditation granted to the person(s) has been cancelled or suspended
- the person(s) has repeatedly engaged in conduct that, in the Director-General's opinion, is damaging to the reputation of public passenger transport

Training Requirements

Full operator accreditation is granted to operators who:

- have completed a relevant training course; or
- have attained a Statement of Attainment for the competencies applying to the service's operator accreditation category/ies from a Registered Training Organisation

Provisional operator accreditation is issued to operators not meeting the relevant training requirements

For the purposes of operator accreditation training, QT will recognise operators' interstate qualifications of the Certificate of Transport Management (Bus and Coach) or the Certificate of Coach Management issued by the Institute of Transport Studies, Graduate School of Business, University of Sydney (or equivalent)

Vehicle safety

- Maximum age limits apply depending on type of vehicle and service operated, compulsory inspection for heavy buses when 20 years old
- Operator must ensure vehicle is in a safe condition
- All public passenger vehicles over 12 months old require a 6 monthly inspection by Queensland Transport
- Servicing and maintenance of each vehicle to be carried out to a standard that complies with or exceeds the servicing and maintenance program specified by the manufacturer
- Records of servicing, maintenance and daily inspection must be kept for a minimum of 5 years
- Daily vehicle inspection includes a pre-trip inspection. Where a defect is identified, an authorised person determines whether the vehicle is safe to be driven, records the defect and action taken to rectify the defect

Management Requirements

- Evidence of a driver training system
- Records of vehicle maintenance and repairs
- Currency of driver authorisations – driver licences are not direct requirements of operator accreditation
- Current certificate of inspection and compulsory third party insurance – vehicles must be registered to meet these requirements
- Fatigue management
- Evidence of a system of recording and resolving customer complaints
- If vehicle is unable to complete journey, passengers must be advised as to why and arrangements made for completion of journey
- Audits by QT are carried out as often as resources permit – operators are not required to self-audit

Information collected / provided

- Service availability
- Schedules must be achievable
- Customer complaints

Customer safety requirements

- If the bus can carry standees, a passenger must not stand for more than 20km
- Long distance and tourist services not to have standing passengers
- Some routes may not carry standees
- Not to be overloaded
- 3 for 2 children in 2 adult seat not more than 90 minutes
- Destination sign to be displayed
- Driver must operate vehicle safely, see Vehicle safety item above
- Operators must ensure drivers comply with fatigue management requirements of the Road Use Management legislation
- Vehicles must be maintained in a clean, tidy and comfortable manner
- Alternative arrangements must be in place when vehicle is unable to complete journey

Enforcement penalties

- Penalty Infringement Notices (PINs) are issued by authorised officers, ie. Queensland Transport officers and police officers; random inspections and scheduled audits are carried out
- Maximum or individual penalties are prescribed in the Act and Regulations
- More serious incidents may involve the issue of a complaint and summons and a court hearing
- Non-compliance with the Transport Operations (Passenger Transport) Standard 2000 may result in a section 100 notice, and subsequent non-compliance may result in a PIN
- An operator accreditation may be amended, suspended or cancelled for a variety of reasons prescribed in the Transport Operations (Passenger Transport) Regulation 1994

Contact details

Queensland Transport has jurisdiction over operator accreditation and driver authorisation

Contact: Industry Partnerships and Development Unit

Email: ptstandards@transport.qld.gov.au

Web: www.transport.qld.gov.au/public

References

Transport Operations (Passenger Transport) Act 1994

Transport Operations (Passenger Transport) Regulation 1994

Transport Operations (Passenger Transport) Standard 2000

South Australia

Definition of bus

A motor vehicle which is designed to carry 13 or more seated persons, including the driver

Types of services covered

Regular passenger bus service (both metro and rural city routes) intrastate and interstate services, tour and charter, school bus service

Credentials of operator

- Fit and proper / good repute (applicant to declare charges, convictions and criminal history and to provide a National Police Certificate)
- Accountant, Bank Manager or Financial Advisor to attest that the operator has addressed his/her financial status, financial management, operational management, staffing, administration, advertising and market research policies with him/her

Training Requirements

Nil

Vehicle safety

Vehicle maintenance requirements include:

- All buses have an age limit of 25 years
- Age limit for buses with 26 seats or more may be exempted to 30 years following satisfactory frame inspection and approval of Passenger Transport Board
- Inspection – annual mechanical, safety and passenger amenity inspection by Transport SA
- Vehicles maintained in accordance with manufacturers' standards and mandatory maintenance scheme

Management Requirements

Management information system:

- Maintain drivers' records for 2 years
- Maintain booking records for 2 years
- Maintenance records as per mandatory maintenance scheme
- Accident reporting
- Complaint reporting management

All operators must:

- have a current public liability insurance policy for a minimum of \$5 million
- provide off-street parking facilities for buses
- provide adequate area and standard of undercover maintenance facilities and equipment in order to service and maintain vehicles – or have access to such facilities and equipment
- provide a facility for handling lost property
- provide a Plan of Operation

Information collected / provided

- Service availability, lost property and complaints

Customer safety requirements

- Vehicle seating capacities are approved by Transport SA in accordance with the Code of Practice for buses
- Annual inspection of vehicles to ensure passenger amenity standards are maintained
- Setting of reasonable timetables, ie. able to be met without breaking speed limits and/or mandatory rest breaks

Compliance with road safety requirements as follows:

- Maximum driving hours and maximum work times for drivers
- Minimum rest breaks for drivers
- Drivers' log books
- Two-up driving
- Drivers to report vehicle fault to operator
- Seat belts – fitting and wearing
- Vehicle monitoring devices – fitting and using
- Speed limiters – fitting and using
- Drivers' general road safety obligations

Enforcement penalties

- Passenger Transport Board and Transport SA Authorised officers audit bus operators
- Expiation notices may be issued where breaches of legislation are identified
- Passenger Transport Investigators investigate all complaints and reports received from passengers, public, industry members and Inspectors
- Offenders may be referred to the Passenger Transport Standards Committee where accreditation cancellation or suspension orders may be issued or fines imposed

Contact details

Chris Melvin, Manager, Accreditation and Standards Branch, Passenger Transport Board
 PO Box 85 Marleston BC 5033
 Phone: (08) 8226 4630
 Web: www.adelaidemetro.com.au

References

Passenger Transport Act 1994
 Passenger Transport (General) Regulations 1994
 Code of Practice under the Passenger Transport (General) Regulations 1994
Road Traffic Act 1961

Tasmania

Definition of bus

A motor vehicle that is designed and constructed to carry passengers and has seating capacity for 9 adults or more, including the driver

Types of services covered

Public passenger and hire and drive services

Public passenger service means:

- a regular passenger transport service; or
- any transport service that involves the hiring out of the whole or part of a motor vehicle for the carriage of passenger for reward; or
- any transport service, or kind of transport service, that is prescribed as a public passenger service

Credentials of operator

- Operator to undergo a conviction history check as part of the application process
- Medical requirements in line with national standards for commercial drivers

Training Requirements

No training for operators is required

Vehicle safety

- Vehicle to be inspected by Transport Inspectors every 6 months
- Operator to ensure driver undertakes daily check of vehicle
- Operator to have the vehicle serviced every 6 months or every 5,000km, whichever comes first, or at a period recommended by the manufacturer
- Operator to have a full safety check undertaken on the vehicle, by a fully qualified person every 6 months or 10,000km or at some other time recommended by the vehicle manufacturer
- Operator must ensure that any faults identified are repaired as soon as possible and that the vehicle is in a roadworthy condition before being used on a public street

Management Requirements

- Operators have an entry audit to prove they have the required accreditation systems in place
- A compliance audit is required before the end of the first year with subsequent audits required every three years
- Triggered audits can be called by the Department as required
- Operators are required to keep all documentation relating to –
 - Vehicle servicing and maintenance, daily and full safety checks and inspections
 - Details of driver licences and ancillary certificates for all drivers of vehicles
 - Emergency and passenger behaviour management plans
 - Vehicle registrations
 - Audits

Information collected / provided

- A copy of the operator's accreditation certificate must be displayed in the vehicle
- Provision of timetables to the public by a regular passenger service
- Brochures available if providing brochured tours

Customer safety requirements

- The number of standees and seated passengers is determined by Department in accordance with formulas detailed in the Regulations
- Seatbelt requirement in accordance with Australia Design Rules
- School buses operating in non-metro areas require flashing lights and signs

Enforcement penalties

- Transport Inspectors check operators from time to time
- Audit periods are set as part of the accreditation process
- Operators may be required to undertake a triggered audit if complaints of a serious nature are received that suggest their accreditation system is not working
- Various penalties are set in the Act and Regulations

Contact details

Department of Infrastructure Energy and Resources

Level 7/10 Murray Street, Hobart 7000

Passenger Transport Accreditation issues

Email: john.bessell@dier.tas.gov.au

Web: www.dier.tas.gov.au

References

Vehicle and Traffic Act 1999

Passenger Transport Act 1997 and Passenger Transport Regulations 2000

Conditions of accreditation set under the *Passenger Transport Act 1997*

Vehicle and Traffic (Vehicle Operations) Regulations 2001

Vehicle and Traffic (Drivers Licensing and Vehicle Registration) Regulations 2000

Victoria

Definition of bus

A bus is a vehicle having 13 seating positions or more including the driver's seating position

Types of services covered

- Courtesy services – the carriage of passengers in the course of a business or trade, but not for hire or reward
- Hire & Drive Services – a bus hired for a certain period driven by the hirer or someone on behalf of the hirer
- Private Bus Services – the carriage of passengers in connection with activities of a religious, philanthropic, educational, sporting or social body – but not for hire or reward
- Road Transport Passenger Service – the carriage of passengers for hire or reward, for example:
 - Regular Passenger Services (operated under Contract to the Department of Infrastructure along a fixed or variable route on a regular basis)
 - Scheduled Passenger Service (operated 'not' under contract to the Department of Infrastructure along a fixed or variable route on a regular basis)
 - Non Scheduled Passenger Service (Tour and Charter Operators)

Credentials of operator

- Accreditation may be refused if the applicant (or in the case of an applicant who is a body corporate or any of its Directors or a nominated manager) has been found guilty of a disqualifying offence or has been charged with a disqualifying offence
- Individual applicants are required to provide a Police Check for the Nominated Person and Disqualifying Offence Declarations for any Company Directors
- Holders of accreditation in another State are required to submit their accreditation certificate

Training Requirements

An application of accreditation must be accompanied by:

- Documentary evidence that the applicant has the competence and capacity, by virtue of training or experience, to operate a road transport passenger service eg. Certificate of Transport Management, Institute of Transport Studies, Monash University (or equivalent)
- Documentary evidence that the applicant has a similar type of accreditation in another state

Vehicle safety

- Pre-trip inspection using an approved checklist
- Defect Reporting/Clearance System
- Three-monthly or 10,000 kilometre (whichever comes first) Vehicle Safety Inspections using an approved check list
- Programmed maintenance as per the manufacturer's specifications
- Vehicle maintenance history records
- Yearly inspection carried out by a Licensed Bus Tester

Management Requirements

- Management Information system, ie:
 - Driver monitoring, fleet register, accident register, emergency management plan, mobility enhancement strategy, and public complaint register
- Records and documents kept in English for at least two years
- Evidence of an internal review (undertaken at least once a year)
- Operators must report any Notifiable Occurrences (death or injury)

Information collected / provided

- Adequate information on services readily available for intending passengers
- Operators of regular passenger service must be of a type authorised by the Secretary
- Reasonable notice of service cancellation
- Display Accreditation Number
- Display 'Accredited Bus' numberplates

Customer safety requirements

- Compliance with *Road Safety Act 1986*, Road Safety (Vehicle) (Driving Hour), (General) and (Road Rules) Regulations and Government Gazetted Road Rules
- Compliance with Transport (Passenger Vehicles) Regulations 1994:
 - Driver's Certificate for drivers of buses providing road transport passenger services and private bus services
- VicRoads Vehicle Safety Information 30. *Licensed Passenger Vehicle Standards – Buses*
 - Standing room calculated by a licensed bus tester
 - Three children for two seating positions
 - School bus signs
 - Emergency exits
 - *No Smoking* signage
 - Display carrying capacity
 - Driver monitoring programme

Enforcement/Monitoring & Penalties

- Compliance audits undertaken by Public Transport Safety Officers within a 24 month time frame
- General breaches of accreditation conditions are dealt with through non-compliance reports
- All public passenger buses are required to be inspected by a licensed bus tester on a 12 monthly basis
- Operators may be required to undertake a triggered audit if complaints of a serious nature are received that suggest their accreditation system is not working
- On-road monitoring regarding the road safety legislation is undertaken by authorised officer within the Victorian Taxi Directorate
- Serious breaches of accreditation conditions are dealt with through the magistrate courts, up to \$10,000 (one hundred penalty units)

Contact details

Email: Transport.Safety@doi.vic.gov.au

Mutual Recognition:

Tricia Brett, Public Transport Safety
GPO Box 2797Y, Melbourne Vic 3001
Phone: (03) 9655 8953; Fax: (03) 9655 8929
tricia.brett@doi.vic.gov.au

References

Public Transport Competition Act 1995

Public Transport Competition Regulations 1999

Transport (Passenger Vehicles) Regulations 1994

Road Safety Act 1986

Road Safety (Vehicle) (Driving Hour), (General) and (Road Rules) Regulations 1999 and Government Gazetted Road Rules

Western Australia

Definition of bus

"Omnibus" under the Act is any vehicle used for hire or reward. However, information provided here is for:

- vehicles with 12 or more passenger seats; and
- 4 wheel drive vehicles regardless of seat capacity

Types of services covered

- Regular passenger transport
- Tour and charter
- Transfer
- Safari

Credentials of operator

The character, qualifications and financial stability of applicant to be taken into consideration in the granting or refusal of accredited operator licence

Training Requirements

No compulsory requirement, however training is available through a course developed with Sydney University. WA operators who wish to operate in other states may obtain accreditation by completing this course, meeting any other conditions required and completing a unit about specific operating and legislative requirements in the other state.

Vehicle safety

- Annual roadworthiness pit inspection
- Department for Planning and Infrastructure (DPI) approved vehicle maintenance program
- DPI approved fatigue management program

Management Requirements

Maintain records in relation to:

- *Vehicle safety*, see item above
- Time and date of commencement and completion of each journey
- Make and licence plate number of each vehicle used
- Identity of vehicle driver for each journey, including dates and times
- Picking up and setting down location(s)
- Lost property register
- Record of passenger names and addresses (inter-town services)
- The charge for each journey and proof of payment

Information collected / provided

- Licence number in all advertising
- Type of vehicle to be used
- Schedule of tour cost
- Days of operation, commencement time and approximate duration
- Cancellation policy and any special provisions

Customer safety requirements

As per *Road Traffic Act 1974* re number of passengers to be carried, seating and cleanliness of vehicle

Enforcement penalties

- Work orders on vehicles
- Prosecution through courts

Omnibus inspectors – check for roadworthiness of vehicles and compliance with conditions of licence, see Vehicle Safety item above.

Contact details

Department for Planning and Infrastructure –
Rob Leicester or Glen Beck
Glen.Beck@dpi.wa.gov.au

References

Transport Co-Ordination Act 1966
Road Traffic Act 1974

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