

# Operator Accreditation Application

Transport Operations (Passenger Transport) Regulation 2005



## The following information must be read before completing this application.

### Operator Accreditation

Under *section 12(1)* of the *Transport Operations (Passenger Transport) Act 1994*, all operators of public passenger services must attain and maintain Operator Accreditation in order to provide public passenger services in Queensland.

A public passenger service is a service for the carriage of 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
- The service is a community or courtesy transport service.

Where owners of these services assign the operation of their services to second parties through leases or management agreements, the second parties are also required to hold Operator Accreditation.

Operator Accreditation can be held by an individual, a partnership, a company or an incorporated association.

### If this is an application for Operator Accreditation to be held in the name of—

#### • An Individual.

The attached application must be signed in the presence of an approved witnessing officer and the applicant must provide identification.

#### • A Partnership.

All members of the partnership must be named on the application [John and Mary Smith or John Smith and Mary Citizen]. All partners must sign the attached application in the presence of an approved witnessing officer and provide identification.

#### • A Corporation.

All current directors must be listed on the application and a copy of the Certificate of Incorporation and a certified list of the current directors of the corporation (*available from the Australian Securities and Investment Commission [ASIC]*) must be submitted. Only one nominated director needs to sign in the presence of an approved witnessing officer and show identification. A body corporate must nominate at least one person involved in the management of the transport service as an Executive Officer.

#### • An Incorporated Association .

All current executives must be listed on the application form and a copy of the Certificate of Incorporation, including a certified list of the current executives must be submitted. In addition to the list of executives, the incorporated association must also nominate at least one executive who is involved in the management of the transport service. For the purpose of lodging the Operator Accreditation, only one nominated executive officer needs to sign in the presence of an approved witnessing officer.

#### • A Trustee

Applicants who wish to operate through a trust or superannuation fund must hold Operator Accreditation in the name/s of the trustee of the trust or superannuation fund. The names of all trustees must be listed on the application form and each person must sign the form in the presence of an approved witnessing officer. An approved witnessing officer will also need to sight the Deed of Trust documents to prove the validity of the trust or superannuation fund. Trusts and Superannuation Funds are also required to supply the Department of Transport and Main Roads with an Australian Business Number (ABN). Acceptable name on application - John Smith as trustee for The Smith Family Trust. Not acceptable name on application - The Smith Family Trust.

### Business or Trading names

Operator accreditation cannot be held in a business or trading name. To have an associated business or trading name linked to the operator accreditation, list the details of the business or trading name at question 4 and provide the relevant documentation when lodging this application.

### Criminal History Criteria and Declaration

Criminal history checks are part of the process of assessing the eligibility of a person to be issued with Operator Accreditation. The Department of Transport and Main Roads will be verifying the criminal history of all the people listed on the attached Operator Accreditation application before this application is finalised.

A conviction includes a finding of guilt and the acceptance of a plea of guilty by a court, whether or not a conviction is recorded [as defined in the *Transport Operations (Passenger Transport) Act 1994*]. Under the Act, the time limit provision, as stated under the *Criminal Law (Rehabilitation of Offenders) Act 1989* section 6, does not apply.

All persons listed on the Operator Accreditation application will also be required to pay an application fee when lodging this application. This fee includes the cost of conducting a criminal history check.

Furthermore, if an existing operator wants to establish a new entity, they will be required to pay all fees associated with a new Operator Accreditation.

## Operator Accreditation Categories

You may apply for approval to operate public passenger services belonging to one or more categories. For example, you could have approval to operate taxi services or limousine services or both taxi and limousine services.

Operator Accreditation categories include—

- Taxi Services
- School Scheduled Services - Prescribed Services
- General Services
- Limousine Services
- School Scheduled Services - Unfunded/ Declared Area
- Motorcycle Tourist Services
- Urban Scheduled Services
- School Scheduled Services - Unfunded/ Non-declared area
- Courtesy Transport Services
- Minor Scheduled Services
- Long Distance Scheduled Services
- Community Transport Services

## Operator Accreditation Training & Operator Accreditation Training Program Packages

Under section 18(1) of the Transport Operation (Passenger Transport) Standard 2000, applicants for Operator Accreditation must successfully complete a training course approved by the Director-General, Department of Transport and Main Roads. Accepted training is either the completion of the Operator Accreditation Training Program or an equivalent qualification recognised by the Director-General, Department of Transport and Main Roads. Contact your local Passenger Transport Office to discuss the training required for the services you wish to operate.

The person completing the Operator Accreditation Training Program or holding equivalent qualifications will be required at a minimum to develop, implement and maintain the following items on behalf of the entity and in accordance with the *Transport Operations (Passenger Transport) Act 1994* and its subordinate legislation;

- An Incident Management Plan (does not apply to taxi operators that are affiliated with a taxi booking company under a service contract);
- A register of current drivers and Driver Authorisation numbers;
- A Driver Training Program. Accredited operators must ensure that their drivers are given training in their obligations under the *Transport Operations (Passenger Transport) Act 1994* and the Act's subordinate legislation;
- A Vehicle Maintenance Program including, but not limited to, a reporting and defect clearing system and vehicle registration details;
- A daily trip register; *and*
- A Customer Complaints Register (does not apply to taxi operators that are affiliated with a taxi booking company under a service contract).

To obtain the Operator Accreditation Training Program Package and supporting material, please complete the last page of this application. A fee for the Operator Accreditation Training Program Package (*that contains a workbook*) must be paid with this application. A further fee is payable to a Department of Transport and Main Roads approved assessor to have the completed workbook assessed.

## Legislation and Information Bulletins

It is recommended that all applicants applying for Operator Accreditation read and comply with all State and Commonwealth legislation and the Department of Transport and Main Roads Information Bulletins relating to the provision of public passenger services.

It is also recommended that applicants examine the types, age and use of vehicles which can be used to provide public passenger services. Refer to Schedule 8 of the Transport Operations (Passenger Transport) Regulation 2005 and the Department of Transport and Main Roads Information Bulletin - Public Passenger Vehicle Type, Age and Use Standards.

Providers of passenger transport services must also comply with the *Disability Discrimination Act 1992 (C'wealth)*. All new vehicles (*including second-hand vehicles that are new to the operator*) need to comply. Refer to the Department of Transport and Main Roads Information Bulletin - Disability Standards for Accessible Public Transport 2002.

A CD with the current versions of legislation and the Department of Transport and Main Roads Information Bulletins pertaining to providing passenger services will be supplied with the Operator Accreditation Training Program Package. However, it is the responsibility of those applying for Operator Accreditation to refer to updated versions of all legislation and the Department of Transport and Main Roads Information Bulletins. Queensland Government legislation is available at— [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)

The Department of Transport and Main Roads Information Bulletins are available at— [www.transport.qld.gov.au/Information\\_bulletins](http://www.transport.qld.gov.au/Information_bulletins)

## Passenger Transport Offices

- Cairns 4040 6372
- Mooloolaba 5477 8400
- Toowoomba 4639 0804
- Ipswich 3813 8686
- Rockhampton 4931 1536
- Townsville 4758 7547
- Mackay 4951 8313
- Roma 4622 9522
- Zillmere 3863 9848
- Maryborough 4121 8315
- Southport 5630 8856

# Operator Accreditation Application

Transport Operations (Passenger Transport) Regulation 2005



## Important

The information shown on pages 1 & 2 of this application will assist with the completion of this form. Please read this information before completing this application. Failure to complete all relevant questions, or to provide information as directed, will result in this application being returned and delay processing.

**Privacy Statement:** The Department of Transport and Main Roads is collecting the information on this form to assess your suitability for operator accreditation. The collection of this information is in accordance with the *Transport Operations (Passenger Transport) Act 1994*. Authorised departmental officers will have access to this information and your personal information will not be disclosed to any other third party without your consent unless required to do so by law. The Department of Transport and Main Roads is authorised by the *Transport Operations (Passenger Transport) Act 1994* to obtain information from other government agencies relating to your criminal or traffic history.

### 1. In what name/s is the Operator Accreditation to be held?

(eg. John Smith, John & Mary Smith, Smith Bus Pty Ltd, John Smith as trustee for the Smith Family Trust)

Is the above name—

A Corporation or Incorporated Association  Go to Q2

An individual or partnership  Go to Q3

### 2. Corporation and Incorporated Association details

**Note—** A Certificate of Incorporation and a Company Extract identifying the current directors (available from ASIC) or a copy of the Certificate of Incorporation and a copy of a certificate identifying current executives (available from the Department of Fair Trading) **must be attached.**

Name

Entity number - ABN.

Corporation street address

  
  
Postcode

Postal address (if the same as street address, write "as above")

  
  
Postcode

Name of company contact person

Business telephone number

Mobile telephone number

Facsimile number

Business E-Mail address

Office Use Only - CRN

### 3. Personal details

To be completed by the individual applicant, or by all Directors/ Executives. The Department of Transport and Main Roads will recognise the first person on this application as the contact person for all correspondence and telephone enquiries.

#### First person's details

Family name

Given name/s

Male

Female

Residential address

  
  
Postcode

Postal address (if the same as Residential address, write "as above")

  
  
Postcode

Business telephone number

Private telephone number

Mobile telephone number

Facsimile number

Business E-Mail address

Date of birth

Place of birth

Have you been known, or are now known, by any other name?

No

Yes  Give full details

  

#### Proof of identity

You must prove your identity. Indicate (✓) the form of identification you will be presenting and provide details where required.

Driver Licence  Driver licence number

State/ Territory of issue

Passport

Birth Certificate or Extract

Other certifiable document  
suitable to the Director-General,  
Department of Transport and  
Main Roads

Continued overleaf...

**Do you intend driving a public passenger vehicle?**

No

Yes  If you do not already hold a Driver Authorisation, you will need to complete a Driver Authorisation Application (form F2978).

**Have you ever had a previous Operator Accreditation suspended, cancelled or refused?**

No

Yes  Quote previous Operator Accreditation No. (if known)

Details of suspension or cancellation—

**Have you ever been convicted of a criminal, drug, firearms, weapons, or transport offence, or been charged with any of these offences and the charge has not been finally disposed of?**

No

Yes  Please give full details—

(if insufficient room, please attach separate sheet)

**Second person's details**

Family name

Given name/s

Male

Female

Residential address

Postcode

Postal address (if the same as Street address, write "as above")

Postcode

Business telephone number

Private telephone number

Mobile telephone number

Facsimile number

Business E-Mail address

Date of birth

Place of birth

**Have you been known, or are now known, by any other name?**

No

Yes  Give full details

**Proof of identity**

You must prove your identity. Indicate (✓) the form of identification you will be presenting and provide details where required.

Driver Licence  Driver licence number

State/ Territory of issue

Passport

Birth Certificate or Extract

Other certifiable document suitable to the Director-General, Department of Transport and Main Roads

**Do you intend driving a public passenger vehicle?**

No

Yes  If you do not already hold a Driver Authorisation, you will need to complete a Driver Authorisation Application (form F2978).

**Have you ever had a previous Operator Accreditation suspended, cancelled or refused?**

No

Yes  Quote previous Operator Accreditation No. (if known)

Details of suspension or cancellation—

**Have you ever been convicted of a criminal, drug, firearms, weapons, or transport offence, or been charged with any of these offences and the charge has not been finally disposed of?**

No

Yes  Please give full details—

(if insufficient room, please attach separate sheet)

**If there are more than 2 applicants, additional Directors or Executives associated with this Operator Accreditation application, please attach a separate sheet covering the topics above before proceeding to Question 4.**

**4. List all trading names, addresses and contacts (if applicable)**

*Note— A Business Name Certificate which includes a list of proprietors must be attached to this application (this document is available from the Department of Fair Trading)*

"Trading as" (if applicable)

Entity number - ABN

Postal address

Postcode

**4. List all trading names, addresses and contacts** (continued)

Contact person (person responsible for management of the business)

Business telephone number Private telephone number

 ( ) 

Mobile telephone number

Facsimile number

 ( )

Business E-Mail address

**5. Operator Accreditation Categories**

You may apply for approval to operate one or more categories of a passenger transport service. For example, you could be granted Operator Accreditation to operate taxi services or limousine services or both taxi and limousine services.

**Please tick (✓) which service categories you are applying for.**

- Taxi Services
- Exempted Taxi Services
- Limousine Services
- Urban Scheduled Services
- Minor Scheduled Services
- Long Distance Scheduled Services
- School Scheduled Services - Prescribed
- School Scheduled Services - Unfunded/ Declared Area
- School Scheduled Services - Unfunded/ Non-declared Area
- General Services [includes charter, tourist (general), tourist (off-road), accommodation transfer services, tourist transfer services and undefined public passenger services]
- Motorcycle Tourist Services
- Courtesy Transport Services
- Community Transport Services

**6. Operator Accreditation Training Requirements**

**Note:** The training program does not apply to taxi or limousine services yet. A 'Provisional' Operator Accreditation will be issued to taxis and limousines for a period of one (1) year. **Proceed to Question 8.**

Have you, or a Director/ Executive applying for Operator Accreditation, completed the Queensland Operator Accreditation Training Program or hold an equivalent training qualification recognised by the Department of Transport and Main Roads.

- No  A 'Provisional' Operator Accreditation will be issued for a period of three (3) months.  
*Operator Accreditation will not be renewed at the end of this period unless the Operator Accreditation Training Program has been completed, assessed as passed and an annual fee for Operator Accreditation has been received.*

To purchase the Operator Accreditation Training Package, please complete the last page of this application.

Yes  'Full' level Operator Accreditation will be issued for the period chosen—

- 1 Yr  2 Yrs  3 Yrs  4 Yrs  5 Yrs

**7. Fees**

There is an annual fee for Operator Accreditation. A copy of the current Operator Accreditation fees can be sourced from any Department of Transport and Main Roads Customer Service Centre, a Passenger Transport Office, or via—  
 www.transport.qld.gov.au/Home/Industry/Accreditations. (Form F4539).

**Note—** The Operator Accreditation fee is waived for charitable and community organisation that have received a vehicle registration concession approved by the Queensland Govt.

**Is the application for a Charitable/ Community Organisation?**

No

Yes  Please attach the Exempt Institution Certificate issued by the Office of State Revenue.

**8. Information Required**

The following information is to be attached to this application. If the requested information is not supplied, this Operator Accreditation will not be processed.

**Taxi and Limousine Applicants Only**

**Please Note** - if you are intending to lease your Taxi/Limousine services to another person and can provide the Operator Accreditation name and number for that person you do not need to provide the following documentation. A letter from the lessee stating they will be operating the taxi/limousine on your behalf (or a Lease Notification form - Form F3134) **must be attached.**

Operator Accreditation Holder's name

Operator Accreditation No.

All other applicants must provide:

- Documentation required at Question 2 and 4. (if applicable)
- Details of additional Directors or Executives directly associated with the entity as required at Question 3.
- A description of the transport service/s you will be providing.
- Details of the proposed vehicle/s to be used (make, models, number of seats, registration number/s and years of manufacture) and correct class of Compulsory Third Party Insurance (refer to your CTP Insurer).
- Daily vehicle inspection checklist.
- Documentation required at Question 6 if you hold a training qualification.
- Details of the proposed Driver Training Program to be used. Accredited Operators of passenger services must ensure that their drivers are given training in their obligations under the *Transport Operations (Passenger Transport) Act 1994* and its subordinate legislation. Accredited operators will be required to keep records of all training given to their drivers. The records must include— The content of the training provided or a copy of the training program; the date that the training was provided and who conducted the training; and confirmation by the driver that they received the training.
- **For School Service/s Only**   
 A signed statement declaring that you have read and comply with the Code of Conduct for School Children Travelling on Buses.

**9. Statement**

The applicant is to complete this section in the presence of an authorised Department of Transport and Main Roads Officer.

If there isn't a Passenger Transport Office, Department of Transport and Main Roads Customer Service Centre or QGAP Office located in the area, an Officer of the Qld Police Service may witness this statement.

**Please Note**— In making this application, the applicant/s shall not—

- wilfully make or authorise the making of a statement that is misleading; or
- wilfully make or authorise the omission of any matter or thing without which the application is misleading in a material respect.

**If you do not tell the truth in this application, you may be prosecuted under the relevant Acts or Regulations.**

**Please tick (✓) the following sections to indicate your agreement—**

I state the information provided in this application is complete, true and correct in every detail.

I have read the necessary department Information Bulletins as outlined on the front page of this application.

I hereby agree to maintain Operator Accreditation when operating a public passenger service and/ or to abide by the conditions of the service licence or service contract if applicable.

**Consent for the release of information**

I/ We (Full name of applicant/s)

in making this application agree to the department carrying out those enquiries it deems necessary to determine if I/we meet the suitability requirements for Operator Accreditation.

I/ We consent for the department, its employees and agents to conduct such enquiries as considered necessary to assess this application.

These enquiries include, but are not necessarily limited to—

- A national criminal history check (*charges including these yet to be determined, convictions and certain investigative and disciplinary information*) through the Queensland Police Service (QPS). I/ We authorise the release of that information by QPS and the Australian Police Service to the department, its employees and agents. I/ We understand that the release of my/ our criminal history by those authorities is subject to relevant legislation;
- A driving history check in all States and Territories of Australia; and
- Further such enquiries with the Courts, Queensland Police Service, prosecuting authorities or such as other relevant bodies or entities to enable the Department of Transport and Main Roads to make a full and informed assessment of my/ our suitability for Operator Accreditation.
- I authorise the Department of Transport and Main Roads to use this information to maintain a database which is used to prepare correspondence, monitor transactions and to provide other relevant government agencies with information relating to your operator accreditation.

**Signature of applicant /s**

This application **must** be signed in the presence of an approved person from either the Department of Transport and Main Roads, a QGAP Office or Queensland Police Services.

Signature of applicant #1	Driver licence No.
<div style="border: 1px solid black; height: 30px; width: 100%;"></div>	<div style="border: 1px solid black; height: 30px; width: 100%;"></div>

Signature of applicant #2	Driver licence No.
<div style="border: 1px solid black; height: 30px; width: 100%;"></div>	<div style="border: 1px solid black; height: 30px; width: 100%;"></div>

**If there is insufficient space for all applicant's signatures and driver licence details, please attach a separate sheet.**

**Is a separate sheet attached?** Yes  No

**Office Use Only**

**Witnessing Officer's Document Checklist** (please tick)

Refer to the PT Database - Operator Accreditation procedures, 2.03

Application Process for Reference Material.

		Yes	No
1. Have you sighted the applicant/s' current proof of identity? <i>If there are more than two (2) Directors or Executives, a list identifying each individual must be attached to this application.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Has/ have the applicant/s ticked the Operator Accreditation category at Question 5?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. If the applicant/s ( <i>except for taxi &amp; limousine</i> ) ticked 'No' at Question 6, has the Operator Accreditation Training Program Package Request form been completed and attached to this application with the appropriate payment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. If the applicant/s ticked 'Yes' at Question 6, have the appropriate training certificate/s been provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. If the applicant/s ticked 'Yes' at Question 7, has the Exempt Institution Certificate issued been provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Have the documents requested at Question 8 been submitted? <i>If it is a taxi/ limousine applicant who is leasing their licence to another person, has the Operator Accreditation No. of the person responsible for providing the service and a supporting letter been supplied?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Witnessing Officer's details and verification**

Issue period	OA fee paid	Training package fee
<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	\$ <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	\$ <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
Crim Trac fee	Receipt number	
\$ <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	

I hereby certify that I have attached and sighted all documentation.

Witnessing officer's signature	Date
<div style="border: 1px solid black; height: 30px; width: 100%;"></div>	<div style="border: 1px solid black; height: 30px; width: 100%;"></div>

Witnessing officer's name (please PRINT)

TMR  QPS  QGAP

Position/ Rank/ Registered No. & Location

**Approving Officer's Use Only**

OA approved? No <input type="checkbox"/> Yes <input type="checkbox"/>	OA number
	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>
	Date of issue
	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>

Date of expiry	Approving officer's name (please PRINT)
<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>

OA details entered on SILAS? No <input type="checkbox"/> Yes <input type="checkbox"/>	Approving officer's signature
	<div style="border: 1px solid black; height: 30px; width: 100%;"></div>

# Operator Accreditation Training Certification Package Request



The Department of Transport and Main Roads Operator Accreditation Training Program is designed to encourage the operation of high quality passenger transport services in Queensland.

By completing the program, operators should be able to demonstrate to the department during a Passenger Transport Audit and at any other given time, that they have the necessary knowledge and systems in place, as well as the skills to meet the required standards as per the *Transport Operations (Passenger Transport) Act 1994*.

**Operators of the following services must complete the Operator Accreditation Training Program, or hold an equivalent qualification approved by the Director General, of the Department of Transport and Main Roads to operate a public passenger service.**

- Urban Scheduled Services
- Minor Scheduled Services
- School Scheduled Services - Prescribed Services
- School Scheduled Services - Unfunded/ Declared Area
- School Scheduled Services - Unfunded/ Non-declared Area
- Long Distance Scheduled Services
- Motorcycle Tourist Services
- Courtesy Transport Services
- Community Transport Services
- General Services [includes charter, tourist (general), tourist (off-road), accommodation transfer services, tourist transfer services and undefined public passenger services]

The training program, including the workbook, must be completed by a person listed on the Operator Accreditation application such as an individual, a member of a partnership, a person listed on the Certificate of Incorporation, or a member of the management committee of an incorporated association. The workbook must be completed within three (3) months of applying for Operator Accreditation.

During this period, the applicant will be issued with Operator Accreditation at a 'provisional' level. Once the training program has been completed, assessed as passed and the annual Operator Accreditation payment made, the Operator Accreditation level will be upgraded to 'full'. If the accreditation level is not upgraded during this three month period, the accreditation will not be renewed, preventing the operator from continuing to provide a passenger transport service.

If an Operator Accreditation Training Package is lost or destroyed during the 'provisional' three (3) month period, it is the responsibility of the operator to purchase a new package.

There is also an assessment fee payable directly to an independent Department of Transport and Main Roads Approved Assessor. Details for assessors will be provided with the training package. The assessor's role is to provide limited assistance in finding information and to complete the assessment of the workbook.

In what name is the Operator Accreditation Certificate to be held in?  Operator Accreditation Number (if known)

What is the name of person who will receive and complete the training program package?  
(this person must be directly affiliated with the entity ie. a Director or Executive Officer)

Postal address  
  
Postcode

Business telephone number  Mobile telephone number  E-Mail address (if applicable)

**Please send me a copy of the Operator Accreditation Training Certification Package for a cost of \$65.00**

Signature  Date

Requesting person's name (please PRINT)

**Privacy Statement:** The Department of Transport and Main Roads is collecting the information on this form to assess your suitability for operator accreditation. The collection of this information is in accordance with the *Transport Operations (Passenger Transport) Act 1994*. Authorised departmental officers will have access to this information and your personal information will not be disclosed to any other third party without your consent unless required to do so by law. The Department of Transport and Main Roads is authorised by the *Transport Operations (Passenger Transport) Act 1994* to obtain information from other government agencies relating to your criminal or traffic history.

**Office use only**  
**Customer Service Centres**— On receipt of payment, record the receipt number below and send all documents to the local Passenger Transport Office.  
**Passenger Transport Office**— Fax request form to the Industry Standards & Passenger Safety Unit on fax number 3236 0958.  
Receipt number  Operator Accreditation number