



**ACT**  
Government



# **INDEPENDANT TAXI SERVICE OPERATOR ACCREDITATION APPLICATION PACKAGE (Including Renewal)**

*November 2017*

## About this Independent Taxi Service Operator Accreditation Package

The information contained in this package is provided to assist independent taxi operators establish and refine systems to meet the requirements of taxi service accreditation.

The legislation underpinning taxi service accreditation is the *Road Transport (Public Passenger Services) Act 2001* and the *Road Transport (Public Passenger Services) Regulation 2002* (the Regulation). The primary purpose of the legislation is to ensure that standards of safety and service are maintained, give the community confidence in public passenger taxi services and help ensure safe, reliable and efficient services.

An applicant for accreditation should become familiar with the Regulation prior to completing the application forms contained in this package. Information on the Regulation can be found at [www.legislation.act.gov.au](http://www.legislation.act.gov.au).

The Road Transport Authority (the Authority) implements a program of enforcement and compliance to ensure operators maintain the Minimum Service Standards and comply with the Regulation. The enforcement and compliance program includes on-road inspections of vehicles and programmed and random audits of an operator's records and procedures. Unsatisfactory audits may lead to disciplinary action being taken against an operator's accreditation. On-road inspections focus on detecting illegal operators, consumer protection and public safety.

### Information Relating to the Application Procedure

A \$50 application fee is payable on lodgement. Payment can be made in person when lodging the application by credit card, cheque or money order, or on-line at [www.accesscanberra.act.gov.au](http://www.accesscanberra.act.gov.au).

The application fee will not be refunded should an application for accreditation be unsuccessful.

**Applications can be mailed to:**                      **or**                      **submitted online to:**

**Public Transport Regulation  
Access Canberra  
PO Box 582  
DICKSON ACT 2602**

[taxiservices@act.gov.au](mailto:taxiservices@act.gov.au)

An applicant cannot commence operation of a taxi service until the application for taxi service accreditation has been approved by the Authority.

An approval to operate as an accredited Independent Taxi Service Operator can be issued for a period of up to 6 years and can be renewed.

For further enquiries about taxi accreditation please phone Public Transport Regulation on 62070050.or

## **GUIDELINES FOR COMPLETING AN APPLICATION FOR INDEPENDENT TAXI SERVICE OPERATOR ACCREDITATION**

A person can only operate a taxi if the person is accredited to operate the service by the ACT Road Transport Authority.

### **Eligibility Criteria to become an Independent Taxi Service Operator**

An independent taxi service operator or their drivers **cannot** be affiliated with **any** Transport Booking Service.

To be eligible for approval to operate an independent taxi service, the accredited operator must:

- (1) have held continuous accreditation for a minimum period of 3 years preceding the date of application for approval to operate as an independent taxi service operator;
- (2) have demonstrated a consistent record of providing a good customer service (as evidenced by no or minimal complaints about the person in their capacity as either a taxi operator or driver being referred to the Road Transport Authority);
- (3) have demonstrated a consistent record of compliance with the vehicle standards for operating a taxi (as evidenced by no or minimal instances of improvement notices or vehicle defect notices being issued, failing roadworthy inspections or audits of the operator's service standards);

In addition to providing documentation to demonstrate that the operator satisfies the eligibility criteria, the operator may be required to provide additional information in order for the Road Transport Authority (the Authority) to decide whether the operator meets these criterion.

### **Mandatory Refusal of Accreditation**

The Authority must refuse an application for accreditation (including renewal) under Section 8 of the *Road Transport (Public Passenger Services) Regulation 2002* (the Regulation) if:

1. the applicant is an individual, the applicant is not:
  - (i) an Australian citizen; or
  - (ii) a permanent resident of Australia, or
  - (ii) temporary resident who holds a visa that allows the person to work carrying out the regulated service to which the application for accreditation relates; or appropriate working conditions to allow the person to operate a taxi service.
- (2) the Authority believes on reasonable grounds that the applicant is not a suitable person to operate the kind or size of regulated service to which the application relates.

### **Suitable person information**

When determining if a person is a suitable person, in relation to criminal offences, the Authority must comply with the guidelines approved by the Minister under section 19A of the Regulation (Accreditation Guidelines – relevant offences) which include:

- offences of dishonesty;
- driving offences;
- drug offences; or
- multiples of various offences.

Therefore, a person applying for accreditation must submit a National Police Check (NPC). Information on how to obtain a NPC can be found at <https://www.acic.gov.au/our-services/national-police-checks/information-individuals>.

Further matters to which the Authority may have regard in deciding whether the applicant is a suitable person include -

1. the knowledge and experience of the relevant people in relation to the operation of the regulated service of the kind and size to which the application relates; or
2. whether the relevant person is or has been executive officer of a corporation that is or has been placed in administration or liquidation or wound up under an Australian or foreign law;
3. the relevant person is an undischarged bankrupt under an Australian or foreign law; or
4. if the applicant is a corporation and –
  - (a) a receiver or receiver and manager within the meaning of the Corporations Act has been appointed in relation to the applicant;
  - (b) a court has made an order under the Corporations Act for the winding-up of the applicant; or
  - (c) a relevant person is disqualified from managing a corporation under an Australian or foreign law
  - (d) a relevant person has been convicted or found guilty of an offence against the Corporations Act, section 209 (3) (which is about a public company giving financial benefits to a related party) or part 5.8 (which relates to companies under external administration etc).

### **Discretionary refusal of accreditation**

The Authority may refuse an application for accreditation (including renewal) if the Authority believes on reasonable grounds that –

- (a) a relevant person has failed to comply with a requirement of the Act relating to the application; or
- (b) the person has contravened a Minimum Service Standard; or
- (c) the applicant has contravened a condition of the person's accreditation.

### **Meaning of a relevant person**

**Relevant person**, in relation to an application for accreditation (including renewal) by a person or an accreditation held by a person means –

- (a) if the person is an individual – the person and anyone who is concerned with, or takes part in, the management of the regulated service to which the application or accreditation relates; or
- (b) if the person is a corporation – each executive officer of the corporation.

### **The Application**

An application can be made by:

- (a) an individual; or
- (b) a legal partnership; or
- (c) a corporation.

If the application is to be under a partnership, a copy of the Certificate of Registration of Business Name must be provided.

If the application is made by a corporation, the following must be provided:

- (a) Certificate of Registration of Corporation;
- (b) Australian Securities and Investment Commission extract, that indicates all directors and office holders of the corporation; and
- (c) if a corporation is also using “trading as name”, a copy of the Certificate of Registration of Business Name.

### **Authorisation to release information form**

The Consent form is to be completed by the applicant and submitted with the application. This form allows the authority to release information about a taxi service operator’s accreditation to a third party.

### **Operation of ACT Taxi Licence Form**

If the applicant applying for accreditation is leasing a taxi licence from a perpetual taxi plate owner, the Operation of ACT Taxi Licence Form must be completed by the taxi licence owner and the applicant. This form needs to be submitted with the application.

### **Minimum Service Standards**

The Minimum Service Standards (MSS) set out the minimum requirements for the operation of an Independent Taxi Service Operator. The applicant must demonstrate compliance with the MSS by implementing procedures and processes which address all of the sections of the Standards and ensure that information and processes are auditable.

### **Information Relating to Insurance**

The applicant must supply a copy of a current third party property insurance policy for at least \$5,000,000 for each vehicle.

### **Information relating to selecting a suitable vehicle**

Section 32B of the *Road Transport (Vehicle Registration) Regulation 2000* states that:

A vehicle cannot be registered as a standard taxi if the vehicle:

- is more than six years old for the first registration of the vehicle as a taxi;
- has been used as a taxi for more than six years; and
- is more than 8 years old.

and

A vehicle cannot be registered as a wheelchair accessible taxi if the vehicle:

- is more than 6 years old for the first registration of the vehicle as a WAT;
- is not capable of carrying two wheelchair passengers;
- has been used as a WAT for more than ten years; and
- is more than 12 years of age.

## Applicant Checklist

*Please tick each box to indicate the information has been supplied.*

### Applications to be completed:

- Independent Taxi Service Operator Accreditation Application Form
- Details of Taxi Service
- Suitable Person Details (to be completed by all applicants)
- Authorisation to release information form
- Operation of Taxi Licence (if applicable)

### Additional information to be provided

- National Police Character Check or Working With Vulnerable Persons Card
- Certificate of Currency of Public Liability
- ASIC Documentation, Business Certificate or Corporation Certificate
- Drivers Licence
- Birth Certificate/Passport/Citizenship Certificate
- Accreditation Application Fee of \$50.00

## INDEPENDENT TAXI SERVICE OPERATOR (ITSO) ACCREDITATION APPLICATION FORM (Including Renewal)

**Personal Details (in which the ITSO accreditation is to be held, e.g. an individual, legal partnership or a corporation)**

*(Each Director, office holder, partner is required to complete this form)*

Surname (Family Name)	Mr	Mrs	Ms	Miss	Other
First Names (Given Names)					
Company / Trading Name			ABN:		
			ACN:		
Residential Address(PO Boxes not accepted)					
Mailing / Business Address					
Business Hours Telephone Number					
Mobile Number			Fax Number		
Email address					
Date of Birth		Place and Country of Birth			
Drivers Licence No		State Issued			
Are you now or have you ever been known by another name?					
No <input type="checkbox"/>		Yes <input type="checkbox"/>		(if yes, please provide details below)	
Are you an: Australian Citizen <input type="checkbox"/> Permanent Resident <input type="checkbox"/> Visa with work rights <input type="checkbox"/>					
Passport Number			Country Passport Issued		
Signature			Date		
<p><i>If the application for accreditation is made by a corporation, a copy of the certificate of incorporation/registration of business name and copy of ASIC certificate, detailing the nominated Directors and Office Holders must be provided. If the application is made by a partnership, a copy of the business certificate must be provided.</i></p>					

**Note:** If the application for accreditation is made by a corporation, then at least one of the directors of the company **MUST** remain a director of the company for the term of the accreditation

## Details of Taxi Service

### Independent Taxi Service Accreditation to provide taxi services for:

Standard taxi		Wheelchair Accessible Taxi	
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To be completed for all taxis to be used to operate the taxi service:

Taxi Registration No.	Date of Manufacture (year and months)

*(please attach an additional page if required)*

### Public Vehicle Insurance Policy Details

Taxi Registration No.	Insurer	Date of Policy	Expiry Date



**Suitable Person Details.**

*(Each Director, office holder, partner or individual is required to complete this form)*

Name:
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	<b>YES</b>	<b>NO</b>
1. Have you submitted a Police Character Check	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you fall within the category of a person or a corporation that is or has been placed in administration, liquidation or wound-up under an Australian or foreign law?	<input type="checkbox"/>	<input type="checkbox"/>
3. Have you been disqualified from managing a corporation under an Australian or foreign law (including for example, the Corporations Act 2001, part 2D.6)?	<input type="checkbox"/>	<input type="checkbox"/>
4. Have you been found guilty of an offence against section 209(3) of the Corporations Act – public company giving financial benefits to a related party?	<input type="checkbox"/>	<input type="checkbox"/>
5. Have you been found guilty of an offence against part 5.8 of the Corporations Act – winding up of companies?	<input type="checkbox"/>	<input type="checkbox"/>
6. Have you been found guilty of an offence against another Australian law or foreign law that corresponds to section 209(3) or part 5.8 of the Corporations Act	<input type="checkbox"/>	<input type="checkbox"/>
7. Have you been declared bankrupt in the last five (5) years under an Australian or foreign law, or been convicted of any civil offence under the Corporations Act 2001?	<input type="checkbox"/>	<input type="checkbox"/>
8. Have you been the subject of a proceeding under section 588G or 592 (incurring of certain debts; fraudulent activity) of the Corporations Act 2001?	<input type="checkbox"/>	<input type="checkbox"/>
9. Are there any charges pending against you for any criminal offences or have you been found guilty or convicted by a court in ACT or elsewhere of any criminal offence in the last ten (10) years?	<input type="checkbox"/>	<input type="checkbox"/>
10. Are you disqualified under chapter 8 of the Road Transport (Public Passenger Services) Regulation 2002 from holding or applying for accreditation?	<input type="checkbox"/>	<input type="checkbox"/>
11. Have all the individuals, partners, directors, secretary or other office holders of the corporation individually completed this form.	<input type="checkbox"/>	<input type="checkbox"/>

# AUTHORISATION TO RELEASE PUBLIC PASSENGER DRIVER LICENCE AND ACCREDITATION STATUS

Each Director, office holder, or partner is required to complete this form

## Personal details

Surname

Given name

Other names

Date of birth

Business hours contact number

Mobile phone number

Residential address

Postal Address

Email Address

Driver licence number

Driver Authority Number

## Application type

I am an accredited operator

OR

I am applying for the following Public Vehicle Driver Licence Class:

Taxi

Hire car (incl restricted and motorcycle) hire car

Public Bus

Rideshare

ACT Public Passenger Service Accreditation number

## I consent to the ACT Road Transport Authority

1. Releasing information to Transport Booking Services regarding the status of my public passenger service accreditation and/or my licence to operate a public passenger service and/or my driver's licence.
2. Releasing information to third party insurers or individuals or their agents following a motor vehicle accident involving a public passenger vehicle I operate.
3. Obtaining details on any matter from a Transport Booking Service and/or any other Government agency relating to the operation of my public passenger service and/or driver's licence.
4. Obtaining details of any matter, including details relating to a conviction, which may be deemed relevant to ascertain if I am a suitable person to hold a public passenger service accreditation and/or a public passenger driver's licence.

Signature

Date

This form must be returned to the Road Transport Authority via:

Email – [roaduserservices@act.gov.au](mailto:roaduserservices@act.gov.au) or Post – PO Box 582 Dickson ACT 2602 or Fax – 02 62077120

## Office use only

Accepted by

Signature

Date

Road Transport Authority PO Box 582 Dickson ACT 2602 Phone: 13 22 81

## OPERATION OF ACT TAXI LICENCE

Taxi Licence TX \_\_\_\_\_

### Details of Licence Holder:

Name:	
Address:	
Contact Number:	Mobile:

### Details of Taxi Operator:

*(person who will be leasing the taxi licence)*

Taxi Operator Accreditation Number:	
Name:	
Address:	
Telephone:	Mobile:

As the Taxi Licence Holder of the above taxi, I advise that the above nominated Taxi Operator will be leasing my taxi from \_\_\_\_\_ to \_\_\_\_\_. This operator has my authority to operate this taxi for ACT Taxi Service Accreditation under the *Road Transport (Public Passenger Services) Act 2001*.

\_\_\_\_\_  
Signature of Taxi Operator

Date

\_\_\_\_\_  
Signature of Licence Holder

Date

# SERVICE STANDARDS FOR INDEPENDENT TAXI SERVICES

## PART 1 Safety

- 1.1 The operator and driver of an independent taxi service must comply with the *Road Transport (Public Passenger Services) Minimum Service Standards — Taxi Services 2016 (No1)* except in relation to:
- (1) clause 3.1;
  - (2) clause 3.2; and
  - (3) clause 4.2.
- 1.2 The operator of an independent taxi service must advise the Road Transport Authority (**the Authority**), within a reasonable period, if a taxi vehicle is not being operated on a regular basis.

## PART 2 Customers

- 2.1 A complaint in this part means any negative feedback that relates to possible breaches of the road rules and/or regulation and may result in endangerment to public safety.
- 2.2 The operator of an independent taxi service must:
- (1) establish procedures for handling and recording customer complaints and dispute resolution; and
  - (2) respond to the Authority within seven (7) days after a customer complaint has been forwarded to the operator by the Authority.
- 2.3 The operator of an independent taxi service must have procedures for managing lost property.

## PART 3 ACT Taxi Subsidy Scheme (TSS) Payments

- 3.1 The operator of an independent taxi service must develop and implement procedures for processing TSS payments.

## PART 4 Certain Records Must Be Kept

- 4.1 The operator of an independent taxi service must maintain records, to be kept for a period of not less than 2 years, which are capable of being audited, for:
- (1) the date, time, origin and destination of every hiring;
  - (2) the vehicle used, and the driver details, for every hiring;

- (3) customer complaints and the resolution of customer complaints;
- (4) TSS payments (as applicable); and
- (5) lost property.

## **PART 5 Certain Records To Be Kept – Performance Information**

5.1 An independent taxi service must record the following information for the relevant affiliated service:

- (1) Peak periods (8.00am – 10.00am & 3.00pm – 5.00pm Monday - Friday)
  - (a) percentage of hirings having a maximum waiting time of no more than 18 minutes; and
  - (b) percentage of hirings having a maximum waiting time of no more than 30 minutes
- (2) All other times
  - (a) percentage of hirings having a maximum waiting time of no more than 10 minutes; and
  - (b) percentage of hirings having a maximum waiting time of no more than 20 minutes.

## **PART 6 Performance Reporting – Quarterly**

6.1 An independent taxi service must report on the following information for the service, on or before the fourteenth day from the start of each quarter year, as directed by the Authority:

- (1) number of hirings (including meter activations or booked hirings as appropriate) at peak times and all other times;
- (2) average fare price;
- (3) number of complaints;
- (4) average time taken to respond to complaints;
- (5) number of new drivers; and
- (6) number of meter activations.