



**ACT**  
Government

**Access  
Canberra.**

# **BUS SERVICE ACCREDITATION APPLICATION PACKAGE**

**(Including Renewal)**

*June 2017*

## About this Bus Service Accreditation Package.

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

The legislation underpinning bus 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 bus 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 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

Accreditation Fee Payable	Initial Application and 6 Yearly Renewal Fee	Annual Fee	Per Vehicle per annum AFTER the first vehicle
Operators with; 5 or less vehicles	\$200	\$150	\$55
Operators with 6 or more vehicles	\$400	\$300	\$55

Payment can be made by credit card, 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.

This application package should be used by:

- a person wishing to operate a bus service for tour and charter; and/or
- a person wishing to operate a bus service for regular route in the ACT.

**Applications can mailed to:**

**or**

**submitted on-line to:**

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

**[bus\\_accreditation@act.gov.au](mailto:bus_accreditation@act.gov.au)**

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

An accreditation to operate a bus service can be issued for a period of up to 6 years and can be renewed.

For further enquiries about bus accreditation please phone Transport Regulation on 62071381 or 62057173.

### **Information on Operating a Bus Service at the Canberra International Airport**

If you wish to operate a bus service at the Canberra International Airport you are required to make contact with the Terminal Parking Office Team Leader to obtain an Accredited Bus Service Agreement. Operation at the Airport cannot commence until the Accredited Bus Service Agreement has been executed.

Terminal Parking office is located on the Ground level of Terminal circuit arrivals loop

Canberra International Airport  
2 Brindabella Circuit  
BRINDABELLA BUSINESS PARK ACT 2609  
Ph: (02) 6275 2226

## **GUIDELINES FOR COMPLETING AN APPLICATION FOR STANDARD BUS SERVICE ACCREDITATION**

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

### **Mandatory Refusal of Accreditation**

The Road Transport Authority (the authority) must refuse an application for accreditation to operate a bus service (including renewal) under Section 8 of the *Road Transport (Public Passenger Services) Regulation 2002* (the Regulation) if the authority believes, on reasonable grounds, that the applicant:

- (a) is not a suitable person to operate the kind or size of regulated service to which the application relates; or
- (b) is not an Australian citizen or permanent resident of Australia, or
- (c) is a temporary resident and does not hold a visa with the appropriate working conditions to allow the person to operate a bus service.

### **A person is not a suitable person if:**

The person has been convicted or found guilty of an offence that is relevant to the application, e.g.

- 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. 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;
2. the relevant person is an undischarged bankrupt under an Australian or foreign law; or
3. 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).

## **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 bus service operator’s accreditation to a third party.

## **Information Relating to Educational Qualifications**

Applicants intending on operating five (5) or more buses must provide evidence that a person involved in the day-to-day management of the bus service has the educational qualifications to operate a bus service of the kind applied for.

The educational qualifications are:

- (1) Certificate of Transport Management offered by Monash University (Institute of Transport Studies); or
- (2) Certificate of Transport Management (NSW) offered by University of Sydney (Institute of Transport and Logistic Studies).

A copy of the relevant certificate must be included as part of the application.

If the person who holds the qualifications is not an owner, director, or other office holder, the person then becomes a relevant person for the purposes of the application and must complete the “Suitable Person” requirements.

## **Information Relating to Vehicles Used to Operate Bus Service**

Applicants for accreditation must provide details of the vehicles used to operate the bus service.

Under section 10A of the *Road Transport (Public Passenger Services) Act 2001* (the Act), the meaning of a bus is “a vehicle built mainly to carry people that seats over 9 adults (including the driver)”.

## **Service Standards**

The Service Standards set out the minimum requirements for the operation of a bus service. The applicant must demonstrate compliance with the Service Standards 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.



## **Applicant's Checklist**

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

### **Application forms to be completed**

- ☐ Bus Service Accreditation Application Form
- ☐ Details of Bus Service
- ☐ Suitable Person Details
- ☐ Authorisation to Release Information Form

### **Additional information to be provided**

- ☐ National Police Check
- ☐ Certificate of Currency of Public Liability
- ☐ ASIC Documentation, Business Certificate or Corporation Certificate
- ☐ Educational qualifications (if applicable)
- ☐ Drivers Licence
- ☐ Birth Certificate/Passport/Citizenship Certificate, if applicable
- ☐ Accreditation Application Fee

## BUS SERVICE ACCREDITATION APPLICATION FORM (Including Renewal)

**Personal Details (in which the bus service 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:					
<b><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></b>					



## Details of Bus Service

All buses to be used to operate the bus service must be indicated below.

Rego No	Year	Make	Model	Chassis No	Capacity Sit	Stand	Date Managed from	Owner of Bus Is this needed??

**NOTE:** A public bus is a vehicle with 10 or more seats. Your application for bus accreditation will NOT be assessed on vehicles that have less than 10 seats.

## Public Vehicle Policy Details

Bus No	Insurer	Policy Type	Date of Policy	Expiry Date

*If insufficient space please attach separate sheet.*

A copy of the certificate of insurance must be provided with your application

## Bus Operator Accreditation to provide bus services for:

- ☐ a regular route service that does not include a bus service designed mainly to transport tourists or a long-distance service; and/or
- ☐ a tour and charter service that is not a regular route service or a long-distance service.

## Suitable Person Details.

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

Name:

	YES	NO
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:

Bus

☐

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 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**

## SERVICE STANDARDS FOR BUS SERVICES

**By submitting an application for accreditation the applicant agrees to implement procedures and systems for the operation of their Bus Service in accordance with the legislative requirements and acknowledges that those systems and procedures are subject to audit and inspection.**

### **PART 1      Service Standard for Parking, Cleaning, Servicing, Maintenance & Repair of Buses**

1.1      The Operator of a Bus Service must:

- (1)      ensure off-street parking arrangements are available for a bus when it is not being used to operate the bus service; and
- (2)      ensure buses used to operate the bus service are not parked in residential areas other than in accordance with Division 3.1.3 Heavy Vehicle Parking under the *Road Transport (Safety and Traffic Management) Regulation 2000*.

1.2      The Operator of a Bus Service must implement a regular maintenance, service and inspection program for all buses used to provide the bus service, to ensure compliance with the vehicles manufacturers' standards for the buses. The program must include:

- (1)      ensuring appropriate facilities are available for the service, repair and maintenance of buses;
- (2)      ensuring the people undertaking the servicing, maintenance and repairs of buses are appropriately trained and have a trade certificate or licence for the work they are performing;
- (3)      if the operator undertakes "in-house" servicing, record the details and relevant qualifications of persons who will do the servicing;
- (4)      for servicing, maintenance or repairs of buses carried out on behalf of the Accredited Operator, having suitable arrangements in place with the entity providing the services to ensure the buses comply with the Act; for servicing, maintenance and repairs of buses carried out on behalf of the Accredited Operator, record the details of the entity providing those services, and the place where those activities are carried out;
- (5)      ensuring appropriate people are engaged to service and repair equipment in buses and that faults in equipment can be responded to within a reasonable period after they occur;
- (6)      ensuring users of the equipment are trained in the efficient operation of the equipment including, if applicable, security cameras in buses; and

- (7) ensuring processes are in place for drivers to inspect buses prior to departure and report defects and faults (including to equipment).
- 1.3 The Operator of a Bus Service must implement a cleaning program that ensures buses are cleaned on a regular basis. The cleaning program must include, at a minimum:
- (1) the frequency of general and detailed cleaning;
  - (2) the nomination of persons/positions in the organisation who conduct the cleaning and the facility at which buses are cleaned; and
  - (3) the procedure to ensure that all buses used to operate the bus service are captured under the program.

## **PART 2 Service Standards for Making and Management of Records**

- 2.1 The Operator of a Bus Service must maintain records which are capable of being audited for:
- (1) the date, time, origin and destination of every tour and charter and/or regular route service (including a school bus service);
  - (2) the bus used, and the driver details, for every tour and charter and/or regular route service (including a school bus service);
  - (3) the name in which each tour and charter hiring is made;
  - (4) the vehicle maintenance, servicing and inspection program (as set out in 1.2)
  - (5) the testing and servicing of equipment or devices installed in or on a bus;
  - (6) if vehicle maintenance is undertaken on behalf of the accredited operator, the invoices and receipts for that maintenance work;
  - (7) a lost property register with numerically numbered pages indicating sequential recording of lost items; and
  - (8) motor vehicle accidents or other incidents in which:
    - (a) the death of, or bodily injury to, a person is caused by, or arises out of the use of, a bus; or
    - (b) damage to property is caused by, or arises out of the use of, a bus.
- 2.2 The Operator of a Bus Service must:
- (1) in accordance with the requirements under section 24 of the *Road Transport (Public Passenger Services) Regulation 2002*, report any notifiable incident using the Road Transport Authority (Authority) approved form and have processes in place to ensure reports are generated, and

forwarded to the Authority for each incident, within 5 days of the incident;  
and

- (2) provide to the Authority, the details of a person or position within the organisation responsible for the recording and reporting of notifiable incidents.

### **PART 3      Service Standard for Bus driver licensing or authorities**

3.1      The Operator of a Bus Service must:

- (1) regularly check the expiry dates of driver licences and authorities held by drivers employed, or otherwise utilised, to ensure licences and authorities remain current;
- (2) if requested by the Authority, provide the Authority with a list of all drivers used by the Operator for the provision of the bus service, including each driver's full name and driver licence or driver authority number;
- (3) have processes in place to ensure that any new driver's details are provided to the Authority by the time the person commences driving for the Operator and that the Authority is notified of any driver who ceases driving for the Operator; and
- (4) if notified by the Authority that a driver's licence or authority has been suspended or cancelled, ensure that the person does not drive a bus for the Operator.

### **PART 4      Service Standard for the Training of Bus Drivers**

4.1      The Operator of a Bus Service must:

- (1) ensure drivers are trained in relevant public safety and occupational health and safety laws and regulations applying within the ACT;
- (2) ensure drivers are trained in the use of any communications equipment, alarms, tracking devices, and security cameras;
- (3) ensure drivers are trained to manage any incident causing the death of, or bodily injury to, a person;
- (4) ensure drivers are made aware of their responsibilities under the Road Transport (Public Passenger Services) Regulation 2002;
- (5) provide training for staff on customer complaints processes and dispute resolution;
- (6) ensure drivers are aware of the lost property requirements for drivers;
- (7) if, requested, give the Authority a copy of any training programs that are implemented by the Operator of the bus service and undertaken by bus drivers.

## **PART 5      Service Standard for Driving Hours and Rest Periods for Bus Drivers**

### **5.1      The Operator of a Bus Service must:**

- (1)      develop rosters that allow bus drivers employed or otherwise utilised to comply with the following driving and rest hours:
  - (a)      time period of 5 &½ hours – a minimum of 30 minutes rest, either in one period of 30 minutes or two 15 minute periods;
  - (b)      time period of 24 hours – a maximum of 12 total driving hours with a minimum of 12 total rest hours which must include one continuous period of 8 hours rest;
  - (c)      time period of 168 hours (1 week) – a maximum of 72 total driving hours;
  - (d)      time period of 672 hours (4 weeks) – a minimum of 384 rest hours which must include continuous rest periods of:
    - 4 X 24 hours, or
    - 1 X 72 plus 1 X 24 hours, or
    - 2 X 48 hours, or
    - 1 X 96 hours;
- (2)      in relation to driving hours:
  - (a)      ensure that a person or position within the Bus Operator's organisation is specifically tasked with ensuring rosters comply with driving hours requirements;
  - (b)      develop arrangements for informing drivers of the driving hours requirements; and
  - (c)      develop arrangements for ensuring drivers with a second job driving buses comply with driving hour requirements.

## **PART 6      Service Standard for the Monitoring of the Safety of Bus Drivers**

### **6.1      The Operator of a Bus Service must:**

- (1)      if any bus used to operate the bus service is fitted with a security camera system, ensure that any Standards for Security Cameras approved by the Authority are adhered to;
- (2)      if any bus is fitted with a security camera system or other alarm systems, ensure the system is monitored and that activated alarms are responded to immediately; and
- (3)      ensure that any defects or faults reported for equipment that monitors the safety of drivers are repaired expeditiously.

## **PART 7      Service Standard for How Contraventions of Road Transport Legislation by Bus Drivers will be Handled**

- 7.1 For Operators other than operator/drivers, the Operator of the Bus Service must develop, a bus driver disciplinary program setting out the arrangements and processes for dealing with drivers who have been reported to the Operator of the Bus Service as having breached the road transport legislation or are the subject of a serious complaint.
- 7.2 The program must include:
- (1) the arrangements for investigating alleged breaches;
  - (2) escalation processes which could include referrals, graded penalties and/or disciplinary action such as suspension from driving for the bus service;
  - (3) the arrangements for identifying, and notifying the Authority of, very serious disciplinary matters (for example, the linkages between the complaints and disciplinary processes, and the establishment of 'triggers' for when a series of complaints about a driver warrant investigation by the operator of the bus service or referral to the Authority or when a single complaint is considered serious enough to be referred to the Authority); and
  - (4) processes for tracking the number of occasions the disciplinary process has been applied to each driver.
- 7.3 The Operator of a Bus Service must ensure drivers are disciplined in accordance with the disciplinary program.

## **PART 8      Service Standard for Customer Inquiries and Complaints**

- 8.1 The Operator of the Bus Service must:
- (1) respond to customer inquiries in a timely and accurate manner;
  - (2) respond to the Authority within seven (7) days after a customer complaint has been forwarded to the operator of a bus service by the Authority;
  - (3) establish procedures for handling and recording customer complaints and dispute resolution;
  - (4) investigate all customer complaints and report the results of the investigation of the complaint to the complainant in a timely and courteous manner;
  - (5) establish processes for ensuring serious complaints are reported to management and the Authority as necessary;
  - (6) provide training for relevant staff on customer complaints processes and dispute resolution; and



- (7) if requested, provide a copy of the procedures for the handling and recording of customer complaints and dispute resolution.

## **PART 9 Service Standard for the Handling of Lost Property**

9.1 The Operator of a Bus Service must:

- (1) establish procedures for handling and recording lost property including:
  - (a) ensuring the security of stored lost property,
  - (b) notifying the Authority of the names and contact numbers of those of its employees who have responsibility for lost property, continuous public notification that the bus service operates a lost property service and the telephone number for the service, and
  - (c) for regular route service operators, the availability for receipt of lost property seven (7) days a week;
- (2) ensure that any lost property is dealt with according to the procedures and is disposed of in accordance with any directions given by the Authority.

## **PART 10 Service Standard for Making Available Information to the Public**

10.1 An Operator of a regulator route bus service must ensure that information on fares, timetables and route maps is widely available to the public.

## **PART 11 Service Standard for the Training of People to Manage, and the Management of, Incidents Involving Death or Injury**

11.1 Within six months of operation, the Operator of the Bus Service must develop an incident management program containing:

- (1) the training of staff to manage any incident causing the death of, or bodily injury to a person as a result of the bus being used to operate the bus service;
- (2) details of the persons/positions within the organisation responsible for the management of critical incidents; and
- (3) the arrangements and processes for dealing with critical incidents.

## **PART 12     Service Standard for Insurance**

- 12.1    The Operator of a Bus Service who operates a bus service with more than one bus must implement a system to allow for the easy identification of each public vehicle policy expiry date.
- 12.2.1 The Operator of a Bus Service must provide evidence of the currency of the public vehicle policy at the request of the Authority or any other authorised person when required to do so.