



**ACT**  
Government



**TAXI SERVICE ACCREDITATION  
APPLICATION PACKAGE  
(Including Renewal)**

*February 2017*

## **About this Taxi Service Accreditation Package.**

The information contained in this package is provided to assist taxi service 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 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 must be made online at <https://form.act.gov.au/smartforms/transport/public-transport-payments>

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

**Applications can be mailed to:**

**or**

**Emailed 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.

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

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

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

### **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 provide a National Police Certificate or police check results report.

Refer to [www.act.gov.au/policecheck](http://www.act.gov.au/policecheck) for information on how to obtain this.

If you hold a current working with vulnerable people card (non restricted), or have a National Police Certificate / police check results report which is less than six months old from the date of your application, you can provide this instead of applying for a new one.

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).

### **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 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.

## Service Standards

The Service Standards set out the minimum requirements for the operation of a taxi 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.

## 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 6 years old for the first registration of the vehicle as a taxi;
- has been used as a taxi for more than 6 years; and
- is more than 8 years old.

Section 32B of the *Road Transport (Vehicle Registration) Regulation 2000* states that 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 10 years; and
- is more than 12 years of age.

## Applicant Checklist

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

### Application forms to be completed:

- Taxi Service 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:

- Valid National Police Certificate, police check results report or current working with vulnerable people card (non restricted)
- Certificate of Currency of Public Liability Insurance
- ASIC Documentation, Business Certificate or Corporation Certificate
- Drivers Licence
- Birth Certificate/Passport/Citizenship Certificate, if applicable
- Accreditation Application Fee of \$50.00

## TAXI SERVICE ACCREDITATION APPLICATION FORM (Including Renewal)

**Personal Details (in which the taxi 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:			Date:		
<p><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></p>					

## DETAILS OF TAXI SERVICE

**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

I will be affiliated with the following Transport Booking Services:

- |   |   |
|---|---|
| <input type="checkbox"/> Aerial Capital Group<br><br><input type="checkbox"/> Cabxpress | <input type="checkbox"/> Go Catch<br><br><input type="checkbox"/> ACT Cabs Pty Ltd<br><br><input type="checkbox"/> Other (please specify) |
|---|---|

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**NOTE: it is a requirement under section 94 of the *Road Transport (Public Passenger Services) Regulation 2002* to notify the Road Transport Authority when you commence or cease to be affiliated with a Transport Booking Service.**



## SUITABLE PERSON REQUIREMENTS

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

Name:

- |  | YES                      | NO                       |
|--|--------------------------|--------------------------|
| 1. Have you got a valid National Police Certificate, police check results report or current working with vulnerable people card (non restricted)   | <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 the Suitable Person detail requirements?                              | <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

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

Date

Date

## SERVICE STANDARDS FOR TAXI SERVICES

**By submitting an application for accreditation the applicant agrees to implement procedures and systems for the operation of their Taxi Service in accordance with the legislative requirements and acknowledges that those systems and procedures will be subject to audit and inspection by the Road Transport Authority.**

### **PART 1      Safety**

1.1      The operator of a taxi service must:

- (1)      ensure that each vehicle is maintained, serviced and inspected so it remains roadworthy at all times;
- (2)      ensure that a vehicle that does not pass a roadworthy inspection, has safety equipment that is not working, and/or is deemed to be unsafe is not used as a taxi;
- (3)      ensure a process is in place for drivers to inspect vehicles and equipment before use for taxi services and a mechanism for reporting vehicle or equipment defects and faults;
- (4)      ensure all drivers who use the vehicle are aware of their legal requirements under Road Transport law for operating their vehicle;
- (5)      provide the Authority full details of all security devices that are installed in the taxi, such as security cameras, GPS tracking devices, and other required equipment used to monitor safety;
- (6)      ensure that there is the ability to capture data from security devices and access that data as required for regulated purposes;
- (7)      where a third-party (other than an affiliated transport booking service) is used for the purposes of 1.1(6), provide the Authority with the third-party provider's contact details;
- (8)      ensure that any known defects concerning security devices, such as cameras, GPS tracking devices, and other required equipment used to monitor safety are repaired promptly.

1.2      The driver of a taxi service must:

- (1)      drive in a safe manner at all times, and not negligently or wilfully move, drive or cause the vehicle to be moved or driven so that any person is subject to risk of injury;
- (2)      ensure that if a baby capsule or child restraint is provided, that it meets the standards provided under the *Road Transport (Safety and Traffic Management)*

*Regulation 2000* and has no defects, such as a damaged harness belt, or significant cracks to the body of the device;

- (3) report to the operator vehicle defects and faults (including to equipment) that prevent use as a taxi immediately after becoming aware of the defect or fault.

## **PART 2 Taximeters**

2.1 The operator of a taxi service must:

- (1) ensure that taximeters comply with the Authority Approved Taximeter Standards;
- (2) ensure that taximeters are calibrated and tested within three (3) months of a fare change or when requested by the manufacturer.

## **PART 3 Customers**

- 3.1 The operator and driver of a taxi service (except for an independent taxi service operator) must comply with customer inquiry and complaints procedures set by the transport booking service they are affiliated with.
- 3.2 The operator and driver of a taxi service must comply with lost property procedures set by the transport booking service they are affiliated with.
- 3.3 The driver of a taxi service must comply with the requirements of the *Discrimination Act 1991*.

## **PART 4 Certain Records Must Be Kept**

- 4.1 The operator of a 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 period of time a vehicle is made available to a driver;
  - (2) electrical, mechanical or structural repairs for maintaining the roadworthiness of a vehicle – including the date, type and details of who conducted the repairs or maintenance; and
  - (3) all taximeter calibrations and testing.
- 4.2 Records to be maintained for the purposes of 4.1 may be maintained by the affiliated transport booking service of the operator.

## **PART 5 Accessibility – Wheelchair Accessible Taxis**

- 5.1 The operator of a taxi service that is a Wheelchair Accessible Taxi (**WAT**) service must:
  - (1) further to 1.1(3), ensure that all drivers who drive the taxi are aware that they must always give priority for the booking of the taxi to people with disability;

- (2) ensure that the Authority is advised if circumstances arise that will result in the taxi being unable to undertake bookings for more than a twenty-four (24) hour period; and
  - (3) ensure that all private bookings are recorded with the WAT Transport Booking Service.
- 5.2 The operator of a taxi service that is a WAT service must ensure that each vehicle is fitted with fully operational air-conditioning and heating equipment.
- 5.3 The operator of a taxi service that is a WAT service must be able to:
- (1) manage drivers to ensure that the taxi service gives priority to wheelchair bookings and have disciplinary arrangements for a driver who fails to accept/undertake wheelchair bookings;
  - (2) ensure that drivers of the WAT, have the appropriate training or competencies, as required by the Authority;
  - (3) ensure in-service or remedial training is provided for drivers, including:
    - (a) loading and unloading of wheelchairs; and
    - (b) securing wheelchairs into WAT vehicles.
- 5.4 The operator of a WAT must ensure copies of certificates which indicate that a driver of a WAT vehicle has undertaken appropriate training or been assessed as competent as undertaking WAT duties are retained and provided to the Authority on request.