



ACCREDITATION OF A CENTRALISED BOOKING SERVICE FOR A CHAUFFEURED VEHICLE SERVICE

*Passenger Transport Act 1994
Passenger Transport Regulations 2009*

LOGGING YOUR APPLICATION

Applications must be lodged with the Accreditation and Licensing Centre (ALC) of the Department of Planning, Transport and Infrastructure (DPTI).

In Person 71 Richmond Road, Mile End
By Post PO Box 9, Marleston Business Centre 5033
By Email dpti.alcenquiries@sa.gov.au

INFORMATION GUIDE

From 1 July 2016, any person who operates a centralised booking service for a chauffeured vehicle service, including all classes of small passenger vehicles operating as plated chauffeured vehicles or plain plated point-to-point vehicles, must be accredited under the *Passenger Transport Act 1994*.

A centralised booking service is described as a service where:

- bookings for a chauffeured vehicle service are accepted from members of the public; and
- the bookings are assigned to drivers; and
- the number of passenger vehicles participating in the booking service is not less than two (2).

Accreditation approvals are valid for a period of **five (5) years**, unless otherwise advised.

It is an offence under the *Passenger Transport Act 1994* to operate a centralised booking service without formal approval in writing from DPTI.

HOW TO APPLY

- The application form must be completed in full using BLOCK LETTERS. If there is insufficient space to provide an adequate response, please attach supporting information to your application.
- You must provide the following information with this application:
 - o A copy of the 'Rules and Procedures' which applies to the centralised booking service; and
 - o A National Police Certificate for all individuals mentioned in the application unless you have current driver or operator accreditation. A National Police Certificate older than three months from date of issue will not be accepted. Applications for National Police Certificates are available online at www.police.sa.gov.au.
- Ensure that you read and understand the information provided in this application form before signing the Declaration.
- It is an offence to provide false information to obtain Accreditation under Section 55 of the *Passenger Transport Act 1994*. Providing false information can incur a maximum penalty of \$15,000 and/or a maximum imprisonment of 4 years.
- Incomplete applications may be returned to the Applicant.

FEES PAYABLE TO DPTI

Application for Accreditation of a Centralised Booking Service for chauffeured vehicle service <i>(Should your application be refused, this fee is not refundable)</i>	\$967.00
Renewal fee relating to Centralised Booking Service for chauffeured vehicle service	\$967.00 Per annum

DETAILS OF APPLICATION

PART 1 – TRANSACTION TYPE –

<input type="checkbox"/> New	<input type="checkbox"/> Temporary	<input type="checkbox"/> Renewal
<input type="checkbox"/> Replacement	<input type="checkbox"/> Modify	<input type="checkbox"/> Surrender
What type of passenger transport service will you be providing?		
<input type="checkbox"/> Point-to-Point	<input type="checkbox"/> Plated Chauffeured Vehicles	

PART 2 – CENTRALISED (TRANSPORT) BOOKING SERVICE INFORMATION

Name of Centralised Booking Service	
Booking Address <i>(PO Box is not acceptable)</i>	
Postal Address	
Telephone	Fax
Email	
Name of Manager	
Date of commencement of Booking Service <i>(for renewals only):</i>	
If not based in South Australia, please provide the name and South Australian address of the Agent/Manager.	

PART 3 – APPLICANT INFORMATION

If the centralised booking service operator is to be in an **INDIVIDUAL NAME**:

Full name of applicant 1 _____

Licence / Accreditation No. (for renewals only) _____

Applicant's Date of Birth (must be at least 18 years of age) dd / mm / yyyy _____

Business Address _____ Postcode _____

Postal Address (if different from above) _____ Postcode _____

If the centralised booking service operator is to be in **JOINT NAMES** with the above, please list other joint owners below:
(Provide a separate sheet if necessary)

Full name of applicant 2 _____

Licence / Accreditation No. (for renewals only) _____

Applicant's Date of Birth (must be at least 18 years of age) dd / mm / yyyy _____

Business Address _____ Postcode _____

Postal Address (if different from above) _____ Postcode _____

Full name of applicant 3 _____

Licence / Accreditation No. (for renewals only) _____

Applicant's Date of Birth (must be at least 18 years of age) dd / mm / yyyy _____

Business Address _____ Postcode _____

Postal Address (if different from above) _____ Postcode _____

If the centralised booking service operator is a **BODY CORPORATE** or in a **COMPANY NAME**, please complete the details below
(provide a separate sheet if necessary):

Company Name _____

Full Name/s of Director/Manager _____

Full Name/s of Agent _____

I/We declare that all Directors / Managers and/or Other Persons who are in a position to control or influence substantially the affairs of the body corporate are all at least 18 years of age. Yes No

Licence / Accreditation No. (for renewals only) _____

Business Address _____ Postcode _____

Postal Address (if different from above) _____ Postcode _____

Note: Company Extracts must be sighted to verify all directors

Appointed Manager _____

If you require **TRADING NAME(S)** to be recorded under your centralised booking service accreditation, please complete below:

Trading Name(s) _____

NOTE: A Business Name Extract must be provided to DPTI with your application to verify the Business/Trading Name.

PART 4 - COURT PROCEEDINGS

Have any applicants for this accreditation **ever** been charged, found guilty or convicted of an offence in a Court of Law in South Australia or any other State or Country?

Yes No

Are there any criminal or traffic matters **currently pending** against any applicant for this accreditation in South Australia or any other State or Country?

Yes No

Have any applicants for this accreditation been charged, found guilty or convicted of an offence in a Court of Law in South Australia or any other State or, Country since they **last** supplied a National Criminal History Check for either Operator or Driver Accreditation?

Yes No

If you answered **YES** to the above question(s), please provide details including the name of the offending person; the Court; the date of the offence/s; the type of offence; and the result of the Court proceedings as supporting documentation to your application.

PART 5 - BOOKING SYSTEMS / COMMUNICATION SYSTEM

Please detail the type of communication system to be used (e.g. application type, make/model of hardware and/or software)

Please detail how bookings will be dispatched to participating vehicles and drivers (e.g. via an app, phone, worksheets, roster etc)..

Is the telecommunications system between the centralised booking service and each passenger transport vehicle participating in the service continuously available while each vehicle is being used?

Yes No

Does the communications system enable the driver of a vehicle to log onto and out of the system while the driver is inside the vehicle?

Yes No

Does the communications system record centrally the vehicle registration number, the driver's personal identification number and the times and dates the driver has logged onto and out of the system?

Yes No

Is the communications system able to meet various levels of customer service, including waiting times, relevant to the service?

Yes No

Can the communications system adequately respond to customer enquiries and/or complaints relating to the hiring and bookings of participating vehicles?

Yes No

Please provide any other information relevant to the booking system / communication system which may support your application:

CHECK LIST

A National Police Certificate for all individuals (as required) is attached with this application.

Yes No

A copy of the 'Rules and Procedures' which applies to the centralised booking service is provided with this application.

Yes No

Additional information which may support your application is attached.

Yes No

All sections of this application are accurately completed.

Yes No

DECLARATION

I _____

(Name of Applicant)

declare the information provided in this application including attached copies of documents are true and correct.

I hereby authorise officers of the Department of Planning, Transport and Infrastructure (DPTI) to carry out checks with any **Australian State Police Department, Australian Licensing Authority or Insurance Provider** in respect of charges, offences or any other information regarding my fitness and propriety to hold accreditation.

I hereby consent to the South Australia Police and the Screening Unit providing DPTI with information relating to any charge that may be laid against me during the period in which I hold accreditation under the *Passenger Transport Act 1994*.

In the case of a company or partnership, I am duly authorised by the company or partnership to sign on its behalf.

Declared this _____ day of _____ 20_____

Signature of Applicant _____

An accredited centralised booking service is subject to the conditions attached.

DPTI APPROVAL (office use only)

This application relating to Accreditation as a centralised (transport) booking service is:

APPROVED / NOT APPROVED
(circle applicable response)

Accreditation is granted for a period of _____ years and will expire on _____
(date)

This Accreditation is subject to the following conditions:

(Name of Authorised Person, DPTI)

(date)

Official Stamp

RETAIN THIS INFORMATION FOR YOUR RECORDS

Prescribed conditions applicable to an accredited centralised booking service

Conditions prescribed by the *Passenger Transport Act 1994*

The condition that the accredited person will observe the relevant code of practice under the Passenger Transport Act; and other conditions (if any)—

- (i) imposed by the Minister in relation to the accreditation; or
- (ii) prescribed by the regulations or otherwise imposed under Passenger Transport Act

Conditions prescribed by the Regulations

- (a) a condition that the accredited person must ensure compliance with the standards prescribed by regulation 14(2) which states:
 - a centralised booking service must provide a booking service that—
 - is able to ensure that telecommunications contact between the service and each passenger transport vehicle participating in the service is continuously available while the vehicle is being used to provide a passenger transport service (excluding a case where a vehicle is in an area where such contact is impracticable); and
 - has a computerised telecommunications system, approved by the Minister, connecting the central control station for the service and each passenger transport vehicle participating in the service that—
 - enables a driver of the vehicle to log onto and out of the system while the driver is inside the vehicle; and
 - records, at the central control station, the vehicle, the driver's personal identification number and the times and dates the driver has logged onto and out of the system.
- (b) a condition that the accredited person must, if operating an Adelaide centralised booking service, keep secure from unauthorised access, at the central control station for the booking service, for a period determined by the Minister—
 - (i) a record of all drivers of passenger transport vehicles participating in the booking service and the personal identification number of each of those drivers; and
 - (ii) a record of all passenger transport vehicles participating in the booking service; and
 - (iii) the records generated each time a driver logs onto or out of the computerised telecommunications system; and
 - (iv) the records generated by the global positioning system
- (c) a condition that the accredited person must ensure that the centralised booking service does not issue a booking to a driver of a passenger transport vehicle participating in the service if the driver has not, while in the vehicle, logged onto the computerised telecommunications system connecting the central control station for the booking service and the vehicle;
- (d) a condition that the accredited person must, within 7 days, inform the Minister of action to bankrupt the person or to declare the person insolvent, or of proceedings by the person to take the benefit (as debtor) of a law relating to bankruptcy or insolvent debtors or, in the case of a body corporate, of action to windup the body corporate or to place the body corporate under official management or in receivership;

- (e) a condition that the accredited person must, within 7 days, inform the Minister—
 - (i) of a change in the person's name or residential address or, in the case of a body corporate, of a change in the name of the body corporate, or in the registered office or principal office of the body corporate; or
 - (ii) of a change in the person's business name or trading name; or
 - (iii) in the case of a body corporate, of a change in a director, manager or other person who is in a position to control or influence substantially the affairs of the body corporate;
 - (f) a condition that the accredited person must, within 7 days, inform the Minister of a change—
 - (i) affecting the accuracy of information furnished to the Minister for the purposes of gaining accreditation; or
 - (ii) affecting the accuracy of particulars specified in the accreditation;
 - (g) a condition that the accredited person must, within 2 business days, inform the Minister—
 - (i) of the laying of a charge for an offence against the person; or
 - (ii) of a finding by a court that the person has been guilty of an offence;
 - (h) a condition that the accredited person will provide to a customer or potential customer, on request, a copy of the code of practice that applies to the accredited person;
 - (i) a condition that the accredited person will have in place a business plan to ensure that relevant customer service levels are met;
 - (j) a condition that the accredited person will have in place arrangements to deal with lost property found in vehicles participating in the centralised booking service;
 - (k) a condition that the accredited person will have a management information system to monitor and record performance;
 - (l) a condition that the accredited person will establish and maintain a set of rules and procedures that are to apply in relation to the provision of the centralised booking service (including in relation to the owners and drivers of vehicles participating in the service), will provide a copy of those rules and procedures to the Minister and will, within 14 days, inform the Minister, in a manner and form determined by the Minister, of any alteration to those rules or procedures;
 - (m) a condition that the accredited person will establish and maintain a system for dealing with any dispute between the person and the owner or driver of a vehicle participating in the scheme, and that if the dispute is not resolved within a reasonable time and is referred to the Minister, that the accredited person will accept and, if necessary, implement or observe, a decision made by the Minister in order to resolve the dispute;
 - (n) a condition that the accredited person will make and keep a record, in relation to each passenger transport vehicle for which the centralised booking service provides a fleet safety support service, of—
 - (i) the registration number of the vehicle; and
 - (ii) such other information as the Minister may require.
- (2) A person who is required to provide information to the Minister under this regulation must provide the information in a manner and form determined by the Minister.

Periodical reporting requirements

Please note that as prescribed in the *Passenger Transport Regulations 2009*, a centralised booking service is required to provide information in relation to:

- the number of vehicles participating in the service at the end of the relevant quarter;
- the average response times for various periods of the day determined by the Minister;
- the telephone answering standards applied by the centralised booking service;
- a full explanation for an inability to meet customer service requirements under these regulations;
- statistical information relating to cases where vehicles were not available to take bookings, including the time of those bookings and the pick-up points;
- details of customer complaints, and the action taken;
- details of—
 - disciplinary action against the driver or owner of a vehicle participating in the service;
 - or
 - a decision to refuse a person membership of the service;
- other information determined by the Minister.

The Minister may require information contained in a return be verified by statutory declaration.