



The following information must be read before completing this application.

Operators of public passenger services in Queensland are required to hold Operator Accreditation (OA) unless an exemption applies.

Exempt services include booked hire services (includes limousines), taxi services and some courtesy and community transport services.

## Who can hold Operator Accreditation

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

For applications made by:

- **An Individual**

The 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 directors must be listed on the application. A current company extract, listing all current directors, from the Australian Securities and Investment Commission (ASIC) must be attached. Only one director needs to sign in the presence of an approved witnessing officer and provide identification.

- **An Incorporated Association**

All current office holders (president, treasurer, secretary) must be listed on the application. Evidence of the association's registration under Queensland legislation or a copy of the association's Certificate of Incorporation from the Office of Fair Trading must be attached. Verifiable details of the association's current office holders must also be attached. Only one of the association's office holders needs to sign in the presence of an approved witnessing officer and provide identification.

- **A Trustee**

OA can be held in the name of the trustees for a trust or superannuation fund. All trustees must be listed on the application and each person must sign the form in the presence of an approved witnessing officer and provide identification. Deed of Trust documents must be presented when lodging the application to prove the validity of the trust or superannuation fund. Acceptable name on application - John Smith as trustee for The Smith Family Trust. Unacceptable name on application - The Smith Family Trust.

## Business or trading names

OA cannot be held in a business or trading name. To have an associated business or trading name linked to the OA, provide details at Question 4.

## Suitability checks

OA may be refused if a person has been charged or convicted of a disqualifying offence. A person's past conduct with respect to the operation of public passenger services will also be taken into account when assessing an applicant's suitability to hold OA. The Department of Transport and Main Roads (TMR) will verify the criminal history of all the people listed on the OA application before the application is finalised. OA may be refused if a party to an application has been convicted of a disqualifying offence.

An additional application fee is payable for each person listed on the OA application. This fee offsets the cost of conducting a criminal history check.

## OA categories

Applicants may apply for one or more categories of OA. Operators must hold the category of accreditation applicable to the kind of service being provided.

OA categories include:

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

To obtain further details on the above categories please refer to TMR's website at [tmr.qld.gov.au/information\\_bulletins](http://tmr.qld.gov.au/information_bulletins).

## Operator training

Applicants for OA must complete a training course approved by TMR. Applicants must complete either the Operator Accreditation Training Workbook or an equivalent qualification. For more information on OA training refer to information on the TMR website at [www.tmr.qld.gov.au/business-industry/accreditations/operator-accreditations](http://www.tmr.qld.gov.au/business-industry/accreditations/operator-accreditations). Alternatively, contact your local Translink Regional Passenger Transport Office to discuss the required training for the services you wish to operate. New operators are given three months to fulfil the training requirement.

To obtain the Operator Accreditation Training Workbook, please complete the last page of the application. A fee for the workbook must be paid with the application. A further fee will be payable to an approved assessor to have the workbook assessed after completion.

## To apply for OA

- Complete the application form and ensure that the appropriate supporting documentation is attached. Refer to Question 8 on the application.
- Provide the required evidence of identity (EOI) documentation. This must include original proof of identity for each person listed on the application.
- Refer to *Evidence Of Identity Requirements for Individuals Information Sheet* (form S5385) or visit [www.qld.gov.au/EvidenceOfIdentity](http://www.qld.gov.au/EvidenceOfIdentity)
- Refer to *Evidence Of Identity Requirements for Organisations Information Sheet* (form S5386) or visit [www.tmr.qld.gov.au/Find-a-form](http://www.tmr.qld.gov.au/Find-a-form)
- Attend a TMR customer service centre to lodge the application. Refer to the Queensland Government website [qld.gov.au](http://qld.gov.au) for locations.
- Pay the required fees. Refer to *Operator Accreditation Fees on Application* (search for F4539 on [tmr.qld.gov.au](http://tmr.qld.gov.au)).
- The application will be assessed and processed by the relevant Translink Regional Passenger Transport Office. You will be notified of the outcome of the application once this has occurred.

## Additional information

It is recommended that applicants for OA read the information published by TMR relating to the provision of public passenger services.

This includes information relating to OA requirements, vehicle requirements, service types and records to be kept located at [www.tmr.qld.gov.au/business-industry/accreditations/operator-accreditations](http://www.tmr.qld.gov.au/business-industry/accreditations/operator-accreditations).

For more information on OA requirements contact a Translink Regional Passenger Transport Office. Refer to [translink.com.au/contact-us](http://translink.com.au/contact-us).



This form is to be used to apply for operator accreditation (OA) when it is required to operate a public passenger service. Please read the information on pages 1 and 2 to assist you in completing this application. All relevant questions must be answered or the application will be returned to you for completion.

**1. In what name/s is the OA to be held?**

(for example– John Smith; John and 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 Question 2

An individual or partnership  Go to Question 3

**2. Corporation and Incorporated Association details**

For corporations, a current company extract from ASIC identifying current directors must be attached. For Incorporated Associations, evidence of the association's registration under Queensland legislation or a copy of the association's Certificate of Incorporation from the Office of Fair Trading must be attached. Verifiable details of the association's current office holders must also be attached.

Name

Entity number (For example, Australian Business Number, Australian Company Number, Incorporated Association Number)

Street address

Postcode

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

Postcode

Name of contact person

Preferred telephone contact number

Contact email address

Office use only - CRN

**3. Personal details**

To be completed by an individual applicant or by all directors/office holders (president, treasurer, secretary). TMR will recognise the first person on this application as the contact person for all correspondence and telephone enquiries.

**First person's details**

Do you have a TMR Customer Reference Number (CRN)? (The CRN is your Queensland Driver Licence number, Photo Identification card or Industry Authority number)

Yes  Please provide your CRN

No  Complete a *New Customer Application* (form F3503) and attend a customer service centre to be issued with a CRN.

Family name

Given name/s

Residential address

Postcode

Postal address (if the same as residential address, write 'as above')

Postcode

Preferred telephone contact number

Contact email address

Date of birth

Town/City of birth

State of birth

Country of birth

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

Yes  Give full details

No

**Proof of identity**

Tick (✓) the type of identification you are presenting and provide details where required.

Driver Licence  Driver Licence number  
  
 State/Territory of issue

Passport   
 Birth Certificate   
 or Extract  
 Other

(refer to *Evidence of Identity Requirements for Individuals* (form S5385) or visit <http://www.qld.gov.au/EvidenceOfIdentity>)

**Do you hold a current Driver Authorisation to drive a public passenger vehicle?**

Yes  If you hold current Driver Authorisation (DA) a criminal history check is not required.  
 No  If you intend to drive a public passenger vehicle you may need to apply for DA (form F2978 on [tmr.qld.gov.au](http://tmr.qld.gov.au))

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

Yes  Previous OA number (if known)  
  
 Details of suspension or cancellation—

No

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

Yes  Please give full details—  
  
 (if insufficient room, please attach separate sheet)

No

**Second person's details**

Do you have a TMR Customer Reference Number (CRN)? (The CRN is your Queensland Driver Licence number, Photo Identification card or Industry Authority number).

Yes  Please provide your CRN

No  Complete a *New Customer Application* (form F3503) and attend a customer service centre to be issued with a CRN.

Family name

Given name/s

Residential address  
  
 Postcode

Postal address (if the same as residential address, write 'as above')

Postcode

Preferred contact telephone number

Contact email address

Date of birth  /  /  Town/City of birth

State of birth  Country of birth

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

Yes  Give full details

No

**Proof of identity**

Tick (✓) the type of identification you are presenting and provide details where required.

Driver Licence  Driver Licence number  
  
 State/Territory of issue

Passport   
 Birth Certificate   
 or Extract  
 Other

(refer to *Evidence of Identity Requirements for Individuals* (form S5385) or visit <http://www.qld.gov.au/EvidenceOfIdentity>)

**Do you hold a current DA to drive a public passenger service?**

Yes  If you hold current DA a criminal history check is not required.  
 No  If you intend to drive a public passenger vehicle you may need to apply for DA (form F2978 on [tmr.qld.gov.au](http://tmr.qld.gov.au))

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

Yes  Previous OA number (if known)  
  
 Details of suspension or cancellation—

No

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

Yes  Please give full details—  
  
 (if insufficient room, please attach separate sheet)

No

If there are more than two persons associated with this OA 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 Australian Securities and Investments Commission)

'Trading as' (if applicable)

Entity number

Postal address  
  
 Postcode

Contact person (person responsible for management of the business)

Preferred telephone contact number

Contact email address

**5. OA categories**

You may apply to operate one or more categories of OA. You must hold the categories applicable to the services you provide.

**Note:** OA is not required for taxi, booked hire, or limousine services. Exemptions also apply to some courtesy and community transport services.

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

- Urban Scheduled Services
- Minor Scheduled Services
- Long Distance Scheduled Services
- School Scheduled Services - Prescribed (funding or contract with TMR)
- School Scheduled Services - Unfunded/Declared Area
- School Scheduled Services - Unfunded/Non-declared Area
- General Services [includes charter bus, tourist (other than motorcycle), accommodation transfer, tourist transfer, unscheduled long distance and passenger transport services not falling into another category]
- Motorcycle Tourist Services
- Courtesy Transport Services
- Community Transport Services

**6. OA training requirements**

Have you, or a director/office holder completed the Queensland Operator Accreditation Training Workbook or hold an equivalent training qualification? (Refer to Operator Accreditation Training information at [www.tmr.qld.gov.au/information\\_bulletins](http://www.tmr.qld.gov.au/information_bulletins))

Yes  'Full' level OA will be issued for the period chosen—  
 1 year  2 years  3 years  4 years   
 5 years

No  A 'Provisional' OA will be issued for three months to allow an operator to successfully complete the workbook.

To obtain the Operator Accreditation Training Workbook, please complete the last page of this application.

**7. Fees**

Annual fees apply to OA. Information about current OA fees can be obtained from TMR's website (search for form F4539) on <https://www.tmr.qld.gov.au/Find-a-form>

Is the application for a charitable or community organisation that has received a vehicle registration concession approved by TMR?

Yes  The OA annual fee may be waived

No

**8. Information required**

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

Applicants must provide:

- Documentation required at Questions 2 and 4 (if applicable)
- Details of additional directors/office holders directly associated with the entity as required at Question 3
- A detailed description of the transport services you will be providing. This should include things like how the service will operate, who the service will be provided to, where the service will be provided, frequency of the service, how fares and bookings will be taken.
- Details of the vehicles proposed to be used (make, models, number of seats, registration number and years of manufacture) and class of Compulsory Third Party Insurance
- Daily vehicle inspection checklist
- Documentation required at Question 6 if you hold a training qualification
- Details of your proposed driver training program. Accredited operators must ensure that their drivers are trained in their obligations under the *Transport Operations (Passenger Transport) Act 1994* and its subordinate legislation. Accredited operators are required to keep records of all training given to their drivers. Refer to the Records To Be Kept By Operators and Driver Training (By Operator) information at [www.tmr.qld.gov.au/information\\_bulletins](http://www.tmr.qld.gov.au/information_bulletins)
- For operators of school services: A signed statement declaring that you have read the Code of Conduct for School Students Travelling on Buses.

**9. Applicant's Statement**

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

- I/we state the information provided in this application is complete, true and correct in every detail.
- I/we have read the necessary information on the TMR website as outlined on this application.

**Consent for the release of information**

I/We (full name of applicant/s)

- ✓ Consent for TMR, its employees and agents to conduct, such enquiries as considered necessary to assess this application.
- ✓ Agree to TMR carrying out those enquiries it deems necessary to determine if I/We meet the suitability requirements for OA. These enquiries include, but are not limited to criminal history checks (charges including those yet to be determined, convictions and certain investigative and disciplinary information).
- ✓ Authorise TMR 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 OA.
- ✓ I consent to TMR using the contact email address provided on this form about this application, to send notices and other reminders or updates on departmental products and services. TMR may use the contact email address provided instead of the postal address.

**Signature of applicant/s**

Signature of first person

Driver licence number of first person

Signature of second person

Driver licence number of second person

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

Is a separate sheet attached? Yes  No

**Privacy statement:** TMR is collecting the information on this form to assess your suitability for OA. The collection of this information is in accordance with the Transport Operations (Passenger Transport) Act. Authorised TMR 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. TMR is authorised by the Transport Operations (Passenger Transport) Act to obtain information from other government agencies relating to your criminal history. If a NZ criminal history check is conducted NZ police will be provided your information and they may update their records.

**Office use only**

CSC/QGAP office to complete - document checklist (please tick (✓))

- |   | Yes                      | No                       |
|---|--------------------------|--------------------------|
| 1. Have you sighted the applicant's current evidence of identity?<br>If there are more than two directors or office holders, a list identifying each individual must be attached to this application. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Are there OA categories ticked at Question 5?  | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. If the applicant/s ticked 'No' at Question 6, has the Operator Accreditation Training Workbook Request form been completed and attached to this application with the appropriate fees?             | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. If the applicant/s ticked 'Yes' at Question 6, have training certificate/s been provided?  | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. If the applicant/s ticked 'Yes' at Question 7, are they a TMR approved Charitable or Community Organisation?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Have the documents requested at Question 8 been submitted?   | <input type="checkbox"/> | <input type="checkbox"/> |

**Payment details**

Officer's name (please tick (✓))

Officer's signature

Date

Issue period

Fee paid

Training package fee

Criminal history check fee/s

Receipt number

TMR  Queensland Police Service  QGAP

Position/Rank/Registered number and location

**PT Office use only**

OA approved?

No  Yes  Date of approval

Approving officer's name (please print)

Approving officer's signature

OA details entered on SILAS?

No  Yes  OA number

Date of issue

Date of expiry



**Queensland  
Government**

# Operator Accreditation Training Workbook Request

The TMR Operator Accreditation Training Workbook is designed to encourage the operation of high quality passenger transport services in Queensland.

By completing the workbook, operators should be able to demonstrate to TMR 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 must complete the Operator Accreditation Training Workbook, or hold an equivalent qualification recognised by TMR.

The workbook must be completed by a person listed on the OA application such as an individual, a member of a partnership, a person listed on the Certificate of Incorporation, or an office holder of an incorporated association. The workbook must be completed within three months of applying for OA. The applicant may be issued with OA at a 'provisional' level. Once the training program has been completed, assessed as passed and the annual Operator Accreditation fee paid, the OA will be upgraded to 'full' level. If the workbook is not completed during this three month period, the accreditation will not be renewed, preventing the operator from continuing to provide a passenger transport service.

There is also an assessment fee payable directly to an independent TMR approved assessor. Details of assessors will be provided with the workbook. The assessor's role is to provide limited assistance in finding information and to complete the assessment of the workbook.

If an Operator Accreditation Training Workbook is lost or destroyed during the 'provisional' three month period, it is the responsibility of the operator to purchase a new workbook.

In what name is the OA Certificate to be held in?

OA number (if known)



What is the name of the person who will receive and complete the workbook?

(this person must be directly affiliated with the entity, that is, a director or executive officer)

Postal address

  


Postcode

Preferred telephone contact number Email address (if applicable)



Please send me a copy of the Operator Accreditation Training Workbook for a cost of \$65.00

Signature

Date

 /  / 

Requesting person's name (please print)

### Office use only

Customer Service Centres– On receipt of payment, record the receipt number below and send all documents to the local Translink Passenger Transport Office.

Translink Passenger Transport Office– Email request form to the Passenger Transport Authorisation Unit  
ptstandards@tmr.qld.gov.au

Receipt number

OA number