This report is to be completed by a Booking Service Provider (BSP) to support an application for passenger transport service operator accreditation.

The responses need to contain sufficient information to satisfy the Transport Commission (Commission) that your systems meet each of the approved Accreditation Standards. The Commission may require additional information to support your claims.

The Transport Commission may also by written notice, require an accredited BSP to submit a Safety Management System Report at any time.

Any questions about the BSP Accreditation Standards can be emailed to can be emailed to operator.accreditation@stategrowth.tas.gov.au

## BSP Safety Management System Report

Name of applicant or accredited BSP

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Name of person who prepared this report

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Date report completed

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The Accreditation Standards for BSPs are at: <https://www.transport.tas.gov.au/public_transport/taxis_and_ride_sourcing/Booking_Service_Providers>

You need to address each of the Standards and provide information about how your Safety Systems meet the Standards. You will be required to support some of your responses with documents and/or samples. You may submit more samples if you wish.

The person who is the nominated Responsible Person for the accreditation must review and sign this form before it is submitted.

The completed Safety Systems Report can be emailed to operator.accreditation@stategrowth.tas.gov.au

# Standard one: Safety Administration

Outcomes:

* The Commission is notified of certain events
* Appropriate records are kept, maintained and available to the Commission if required

To meet this standard, the Safety Management System must have at least:

* A procedure that sets out how notifications are to be sent to the Transport Commission if the BSP becomes aware that:
* an affiliated operator enters or exits the service
* a person begins or ceases in the role of responsible person for the accreditation
* a vehicle or driver enters or exits the service
* the responsible person’s or accredited operator’s contact details changes
* the type of service changes
* the driver or responsible person is charged with a serious offence, or
* the service provided by the BSP stops.

What system / procedure(s) do you have in place to meet this requirement? Describe how the system works to achieve the outcome.

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How is/will the system be used? Identify and describe any responsibilities and what accountabilities are in place and how those are supported.

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* A procedure for record keeping indicating how records are managed, kept and are readily accessible in a secure place for at least three years, relating to:
* every previous and current safety procedure, and documentation to support when and why changes were made
* notifications to the Transport Commission (Standard 1)
* the Accreditation Certificate (Standard 1)
* the National Police Certificate for the responsible person (Standard 1)
* the training and awareness program (Standard 2)
* the communication program (Standard 2)
* the complaints relating to safety that were received and how they were managed (standard 2)
* the performance of the service and how it was improved (standard 2)
* the vehicle register (standard 3)
* the driver registers (standard 4)
* the hazard management documentation (standard 5)
* the risk management register, and
* the incident management system, the incident plan, incident reporting, investigations and formal notifications.

What system / procedure(s) do you have in place to meet this requirement?

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How will this system be used?

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# Standard two: Safety Promotion and Performance

Outcomes:

* All relevant persons are aware of their safety duty
* A safety culture is embedded in the service

To meet this standard, the Safety Management System must have at least:

* A procedure that sets out the responsibilities for the responsible person and drivers, and affiliated operators (taxis only) for promoting safety and to undergo safety awareness, education or training:
* when they begin with the service
* at targeted or scheduled intervals to provide refresher safety awareness, education or training about the Safety Management System, and
* when there is a change to a procedure in the Safety Management System.

What system / procedure(s) do you have in place to meet this requirement?

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How will this system be used?

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* A procedure that sets out when the safety procedures are to be reviewed so they continue to meet the Safety Standards:
* at targeted or scheduled intervals
* after an incident or near miss
* when a customer makes a complaint relating to the safety of the service, including:
* the availability of the complaint procedures to passengers
* the receipt and recording of the complaint, and
* the assessment and resolution of the complaint.

What system / procedure(s) do you have in place to meet this requirement?

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How will this system be used?

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* A procedure that sets out by who and how the safety procedures to be reviewed and the responsibilities to maintain documentation of the new or revised procedures.

What system / procedure(s) do you have in place to meet this requirement?

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How will this system be used?

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# Standard three: Vehicles used for on-demand service are safe

Outcomes:

* Vehicles are, and continue to be safe for drivers, other road users and passengers when used for the service
* Vehicles are not used for the service when they are unsafe
* Vehicles comply with relevant laws

To meet this standard, the Safety Management System must have at least:

Pre-entry

* A procedure that sets out before an on-demand vehicle can be used for the service it must be:
* subject to an initial regulatory inspection as required by the Registrar of Motor Vehicles
* authorised by holding the appropriate registration, including MAIB premium, and
* given a copy (which may be an electronic copy) of the accreditation certificate so that the certificate can be prominently displayed or shown.

What system / procedure(s) do you have in place to meet this requirement?

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How will this system be used?

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* A procedure that sets out before a taxi can be used by the service it must be:
* manufactured less than seven years ago with a 5 star ANCAP or equivalent safety rating
* installed with the appropriate taxi equipment which is in working order:
* an approved taxi security camera system (if applicable for the taxi area), and
* a taximeter which is securely fixed to calculate and display the fare, including any fees, charges or tolls in Australian dollars
* identified as a taxi with:
* a roof sign that displays the word taxi, cab, or cabs
* a roof light which is lit when the taxis available and not lit at other times, and
* the name, the identifying logo or colours of the taxi service displayed
* approved by the Transport Commission as a suitable vehicle when used under the authority of a wheelchair accessible taxi licence, and
* used under the authority of a specific taxi licence with the relevant licence plate for that licence attached to the vehicle.

What system / procedure(s) do you have in place to meet this requirement?

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How will this system be used?

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Monitoring

* A procedure that sets out an on-demand vehicle being used for the service must be:
* authorised by holding the appropriate registration, including MAIB premium, and
* authorised to operate as a taxi under a specific taxi licence with the relevant licence plate for that licence attached to the vehicle.

What system / procedure(s) do you have in place to meet this requirement?

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How will this system be used?

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* A procedure that sets out an on-demand vehicle being used for the service must be:
* given a pre-departure inspection of the vehicle before each day or shift, with at least the following being checked:

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| * working external lights
 | * clean and unbroken mirrors and windscreen
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| * working brakes
 | * appropriate tyres, wipers and washers
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| * sufficient oil, fuel and water
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* presented for inspection as part of the maintenance and repair program in accordance with the manufacturer’s recommended maintenance standards by a licensed mechanic[[1]](#footnote-1) (safety inspections), and
* presented for regulatory inspection by an authorised inspection station in accordance with the Registrar of Motor Vehicle’s vehicle inspection program (Roadworthiness Inspections).

What system / procedure(s) do you have in place to meet this requirement?

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How will this system be used?

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| **You must attach to this report:** |
| * A sample of a pre-departure inspection checklist as it appears to drivers
* A sample of a pre-departure inspection checklist as it appears in your records
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* A procedure that sets out that a taxi being used for the service must:
* have a working taxi security system
* have a working taximeter system which correctly calculates and displays fares, including any fees, charges or tolls in Australian dollars
* have a taxi licence with the relevant taxi licence plate attached for the specific taxi area that will be providing the service, and
* if it is a wheelchair accessible taxi (WAT) that any person who are reliant on wheelchairs who pre-book a WAT are given priority to access the WAT.

***If you do not propose to operate any taxis, write N / A***

What system / procedure(s) do you have in place to meet this requirement?

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How will this system be used?

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Record keeping

* A procedure that sets out the records which must be kept in the vehicle register (which may be held jointly or severally with the registered operator, driver, affiliated operator and BSP) including:
* An on-demand vehicle’s entry to the service (and when the BSP became aware that the vehicle was temporarily not used and exited the service) and recording
* the vehicle identifiers (registration number or vehicle identification number)
* the date of the initial regulatory inspection, and
* the date the Commission decided the vehicle was suitable to be used as a taxi or a wheelchair accessible taxi (where applicable).
* An-demand vehicle being monitored including at least:
* the dates on which the registration was to or did expire, and the dates on which the registration was renewed
* the dates are in accordance with the manufacturer’s recommended maintenance standards that the vehicle was presented for its safety inspections
* the dates in accordance with the Registrar of Motor Vehicle’s inspection program that the vehicle was presented for its road worthiness inspection
* the records of outcomes of pre-departure inspections, maintenance and regulatory inspections are kept, and
* when the vehicle is being operated as a taxi, the dates on which the taxi security camera and taximeter was tested.
* the names and driver licence numbers of the usual on-demand drivers for the vehicle
* the date and type of significant safety hazards (such as vehicle faults) that were identified, assessed and cleared in respect of the vehicle and the period of time the vehicle was not used due to a defect or fault
* the date and nature of any safety risks that were identified, assessed and mitigated in respect of the vehicle, and
* the list of any incident report numbers involving the vehicle.

What system / procedure(s) do you have in place to meet this requirement?

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How will this system be used?

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# Standard four –Drivers used for the on-demand service are safe

Outcomes:

* Drivers are, and continue to be aware of their safety duties
* Drivers comply with the relevant laws

To meet this standard, the Safety Management System must have at least:

Pre-entry

* A procedure that sets out before an on-demand driver can be used for the service they must be:
* authorised by holding a car driver licence and have the:

- relevant ancillary certificate or

- if hold an interstate authority, the interstate authority and evidence that the driver has notified the Registrar of Motor Vehicles under Automatic Mutual Recognition

* given training in the behaviours outlined in the Taxi Industry Code of Conduct (taxis only)
* given training in the relevant procedures relating to the Safety Management System, and
* issued with an identity card (which may be electronic).

What system / procedure(s) do you have in place to meet this requirement?

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How will this system be used?

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Monitoring

* A procedure that sets out an on-demand driver being used for the service must be:
* authorised by holding a driver licence and an ancillary certificate or interstate authority under Automatic Mutual Recognition
* given specific training about the Safety Management System, and
* given specific training about the Code of Conduct (taxis only).

What system / procedure(s) do you have in place to meet this requirement?

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How will this system be used?

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Record keeping

* A procedure that sets out which records must be kept in the driver register (which may be held jointly or severally with the registered operator, driver, affiliated operator and BSP) including:
* the dates on which the driver entered (and when the BSP became aware that the driver temporarily was not used and exited the service)
* the driver identifiers including:
* the driver licence number, type, class and conditions
* contact details
* the pre-entry procedures have been met
* the monitoring procedures have been met
* the number of incidents and near misses relating to the driver (and the incident investigation number), and
* the training records undertaken by the driver.

What system / procedure(s) do you have in place to meet this requirement?

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How will this system be used?

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# Standard five - Hazard management system

Outcomes:

* Hazards are identified and appropriately managed so that an incident doesn’t occur
* Safety culture is embedded in the service

To meet this standard, the Safety Management System must have at least:

* A procedure that sets out how everyone involved in the on-demand service is responsible to spot, report and clear a hazard.

What system / procedure(s) do you have in place to meet this requirement?

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How will this system be used?

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* A procedure that sets out what to do when an on-demand vehicle has been detected with a fault or defect by:
* a person undertaking a pre-departure, safety or regulatory inspection
* a driver when driving
* an enforcement officer which led to the issue of an infringement notice, defect or warning notice due to the roadworthiness of the vehicle
* a person who made a complaint as they witnessed a vehicle being driven with a fault or defect, and
* a person who undertook an investigation about a near miss or incident investigation arising out of a vehicle being driven with a fault or defect.

What system / procedure(s) do you have in place to meet this requirement?

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How will this system be used?

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| **You must attach to this report:** |
| * A sample of a completed fault report as it would appear in your records
* A sample of a fault clearance report as it would appear in your records
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* A procedure that sets out what to do when an on-demand driver has been detected demonstrating unsafe behaviour by:
* an enforcement officer which led to the issue of an infringement notice
* a person who made a complaint as they witnessed a driver’s behaviour which created a safety hazard which was a near miss or could have led to an incident, and
* a person who undertook an investigation about a near miss or incident investigation arising out of the unsafe behaviour.

What system / procedure(s) do you have in place to meet this requirement?

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How will this system be used?

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* A procedure that sets out what to do when a passenger has been detected behaving unsafely when using the vehicle.

What system / procedure(s) do you have in place to meet this requirement?

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How will this system be used?

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* A procedure that at sets out the responsibilities about assessing and clearing hazards.

What system / procedure(s) do you have in place to meet this requirement?

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How will this system be used?

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## Declaration

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(Applicant or Responsible Person)

declare that the Safety Management System for the on-demand passenger transport service operated by:

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(BSP / the Operator)

Meets the Safety Standards approved by the Transport Commission.

Position / title

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Signature

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Date of signature

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Please submit the completed report directly to operator.accreditation@stategrowth.tas.gov.au

1. Basic maintenance such as oil and other fluids changes, spark plugs, globes, wheel and tyre, master cylinders, windscreen washer, radiators and batteries do not need to be repaired by a licensed mechanic. [↑](#footnote-ref-1)