



Department of
Transport

User Guide

On-demand booking service (ODBS) authorisations

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Introduction

Background

The *Transport (Road Passenger Services) Act 2018* (the Act) and subsidiary legislation, regulates the road passenger transport service industry, including on-demand transport services. From 1 April 2019 it is a requirement for all on-demand transport services providers to be authorised or enter into an association arrangement with an authorised On-demand Booking Service (ODBS).

What is on-demand transport?

On-demand transport is a service that is provided for the road transport of passengers for hire or reward in situations where the passenger or hirer determines the locations for the beginning and end of the journey and the time of travel.

What is an ODBS?

A person who carries on the business of taking bookings for on-demand passenger transport services, whether that person then provides the passenger service, or passes the booking on to another person to provide the service, will be providing an ODBS and will need to be authorised. A person who facilitates an on-demand passenger service may also be an on-demand booking service even if they are not directly taking bookings.

ODBS authorisation

An ODBS authorisation can be held by an individual, partnership, body corporate or the trustee of a trust.

An ODBS authorisation cannot be held in a business or trading name, however associated registered business names can be linked to your ODBS authorisation.

During the application process you will be required to upload additional information in support of your application – this information may include, but not be limited to:

- documented evidence confirming the structure of the entity you are making the application for; and
- proof of identity and residency, a National Police Clearance and Statement of Authority for the responsible officer(s) required to be authorised to represent you in providing the ODBS.

The Department of Transport (DoT) has published a list of all authorised ODBS providers, including any associated business names on its website:

https://online.transport.wa.gov.au/tso/selfservice/public/odtbs_authorisation_holders.jsf

The ODBS authorisation may be granted subject to conditions imposed under the Act and any conditions that the CEO thinks fit.

An ODBS authorisation will allow a booking/dispatch service to operate state-wide and will be valid for 12 months.

More information

For more information about ODBSs, visit the DoT website:

www.transport.wa.gov.au/odbshome

ODBS authorisation application process

Note: The screenshots provided in this document are examples only and may not reflect the current fees. Visit the DoT website for up-to-date information about fees: www.transport.wa.gov.au/odtfees

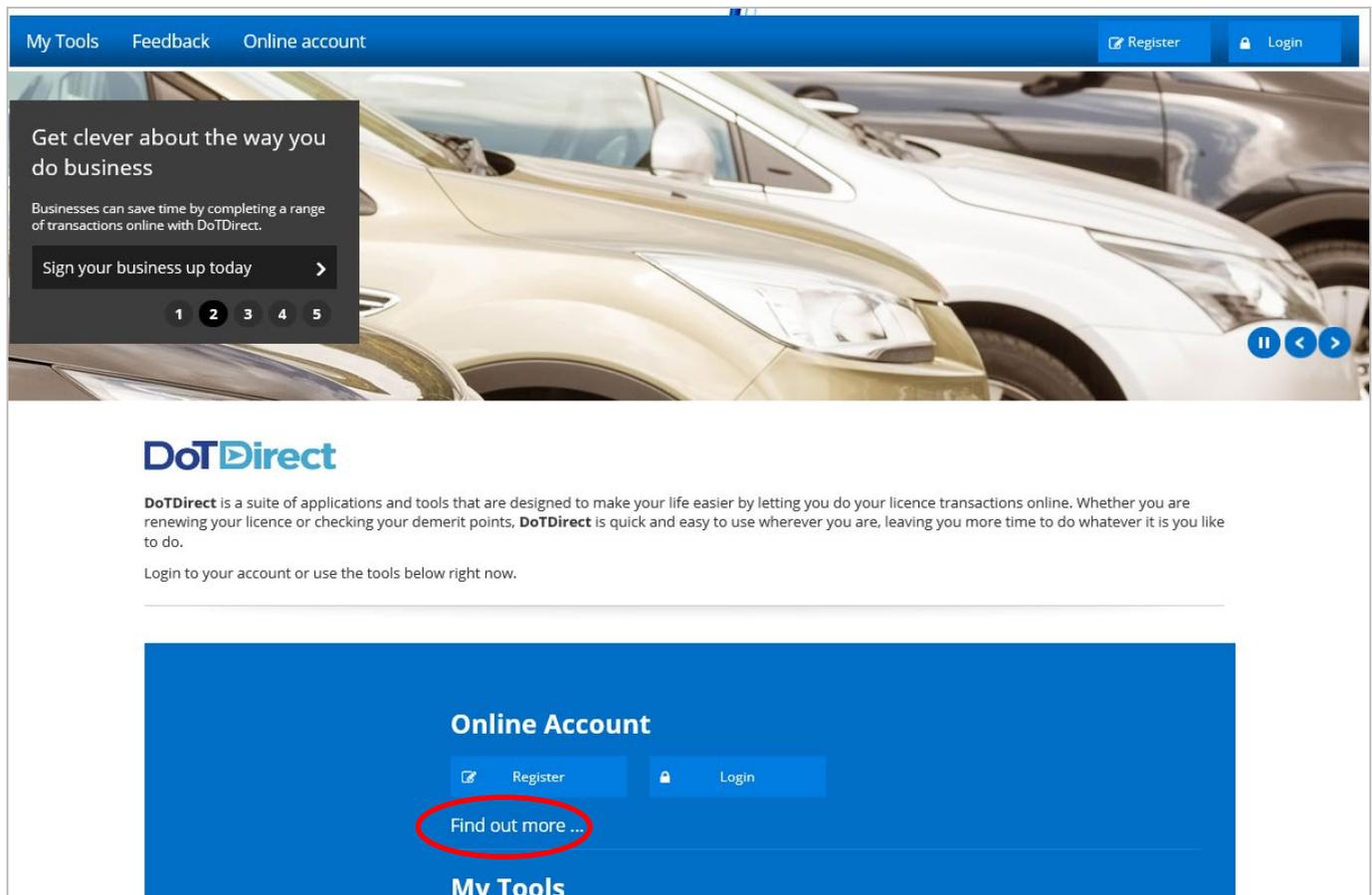
Applications for an ODBS authorisation can only be submitted through a DoTDirect online account.

DoTDirect online account

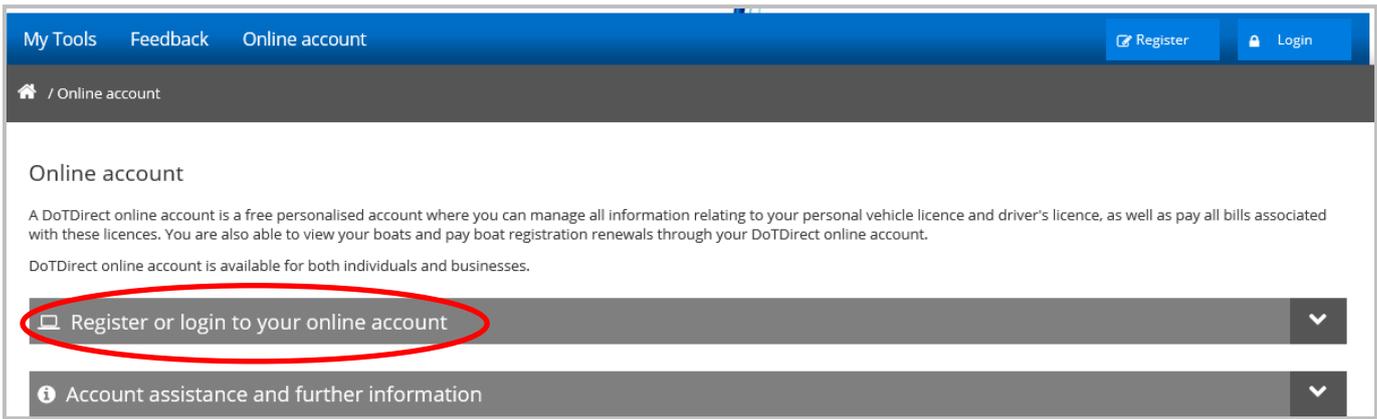
1. From your web browser, navigate to DoTDirect:
www.transport.wa.gov.au/DoTDirect

You can also find this via the Department of Transport WA website:
<https://www.transport.wa.gov.au/>

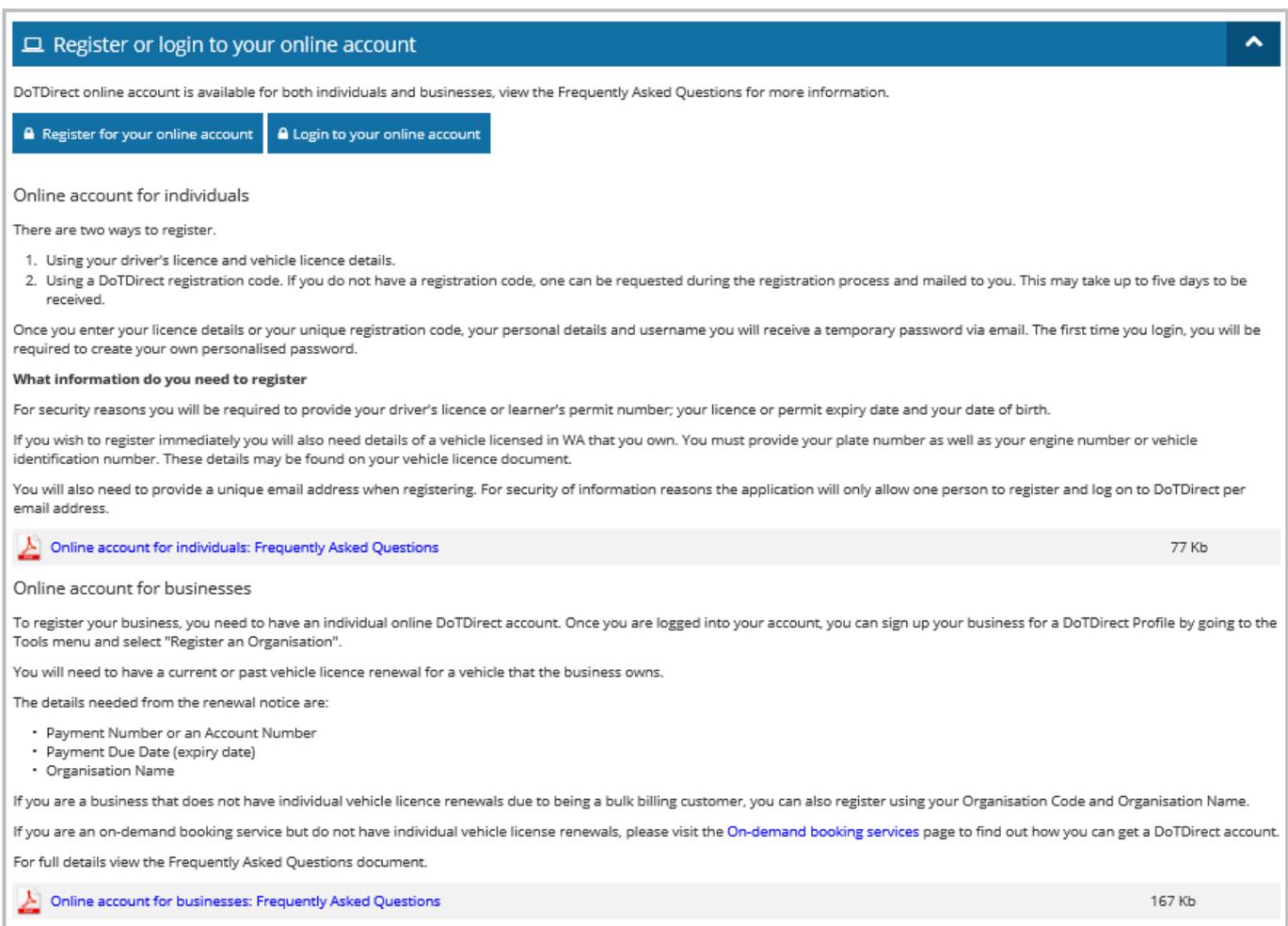
2. If you do not have a DoTDirect account, you must register for an account before you can apply for an ODBS authorisation. For further information on registering for DoTDirect account please click “Find out more”.



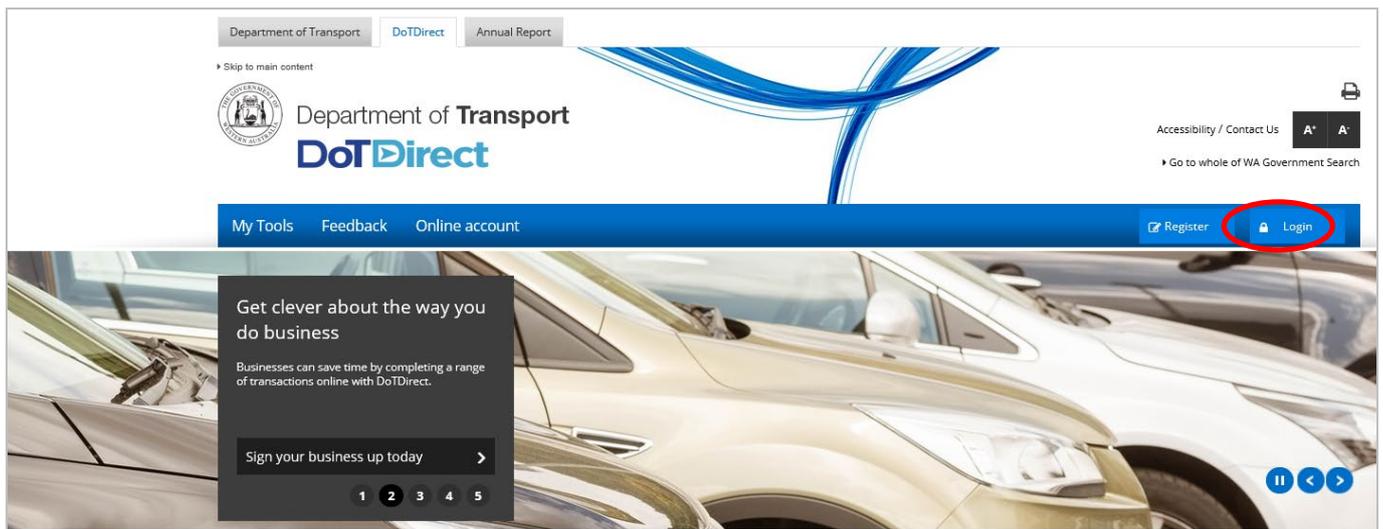
3. Click "Register or login to your online account".



4. You will now find additional information about registering for a DoTDirect online account, including information specific to an ODBS.

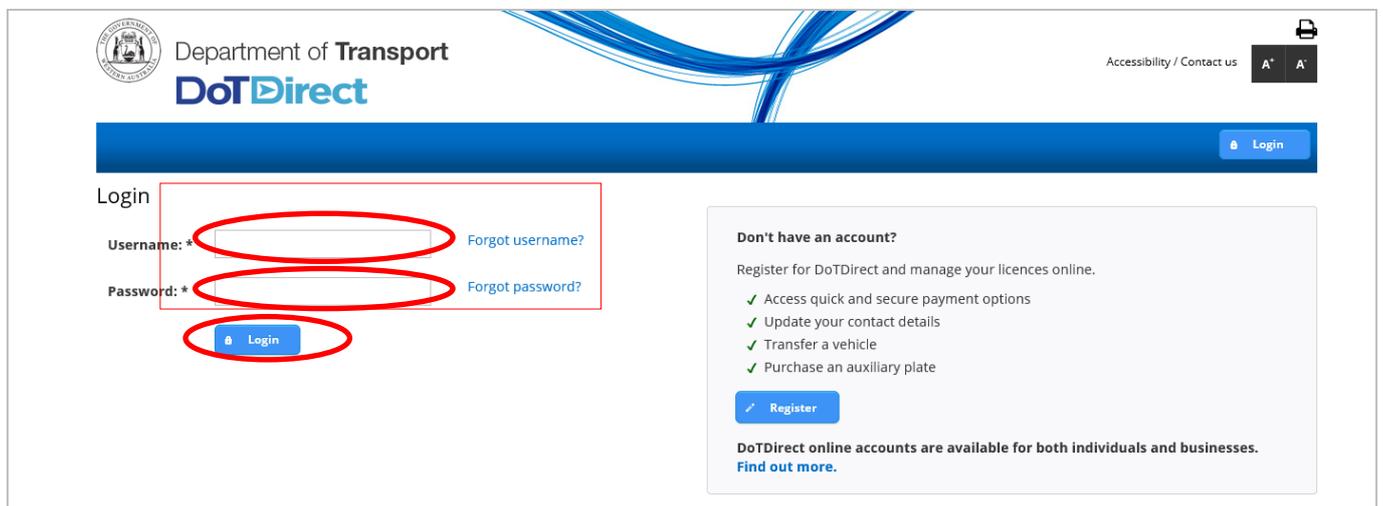


5. If you already have a DoTDirect account, click the “Login” button.



6. Enter your user name and password.

7. Click “Login”.



8. The overview of your DoTDirect account profile will display.



Note: If the ODBS account profile is not available in your DoTDirect account, the primary delegate of the DoTDirect account must first add you to the ODBS account.

Saving an application to resume later

After starting an application, you can choose to save your progress and complete the remainder of the application at a later date within the next 14 days.

Your application will be lost if you don't submit it within this timeframe, and you will need to start a new application if you would still like to apply for an ODBS authorisation.

Please note: you cannot save your application if you are on the first or last step of the application wizard.

1. To save your progress and exit the application wizard, select 'Resume later' at the bottom of the screen.

The screenshot shows the DOTDirect web application interface. At the top, there is a navigation bar with the Government of Western Australia Department of Transport logo and the DOTDirect logo. The user is logged in as Jane Citizen, representing FICTITIOUS PTY LTD. The main navigation menu includes Overview, Profile, My work details, On-demand Transport (selected), Vehicles, Tools, and Help. A shopping cart icon shows 0 items, and a Logout button is present.

The application wizard progress bar shows seven steps: Roles and responsibilities, Business details, Applicant suitability, Authorisation details, Responsible officer(s), Statement of Authority (current step, highlighted in blue), and Review and confirm. All steps are marked with green checkmarks, except for the current step which has a blue circle with the number 6.

The current step is titled "Statement of Authority for responsible officer(s)". Below the title, there is a message: "The Statement of Authority template below is to be completed and uploaded to nominate Responsible Officer(s) to act on behalf of an On-demand booking service." A link "Download statement of authority form here" is provided.

Below the message, there is a section "Select a document to upload:*" with a button "+ Select a document to upload". Below this is a table with columns "Document" and "Name". The table is empty, with the text "No records found." displayed.

At the bottom of the screen, there are navigation buttons: "Back", "Cancel", "Resume later", and "Next".

2. A message will pop up to advise you that your incomplete application will only be saved for 14 days and will ask you to confirm that you wish to resume later. Select 'Yes'.

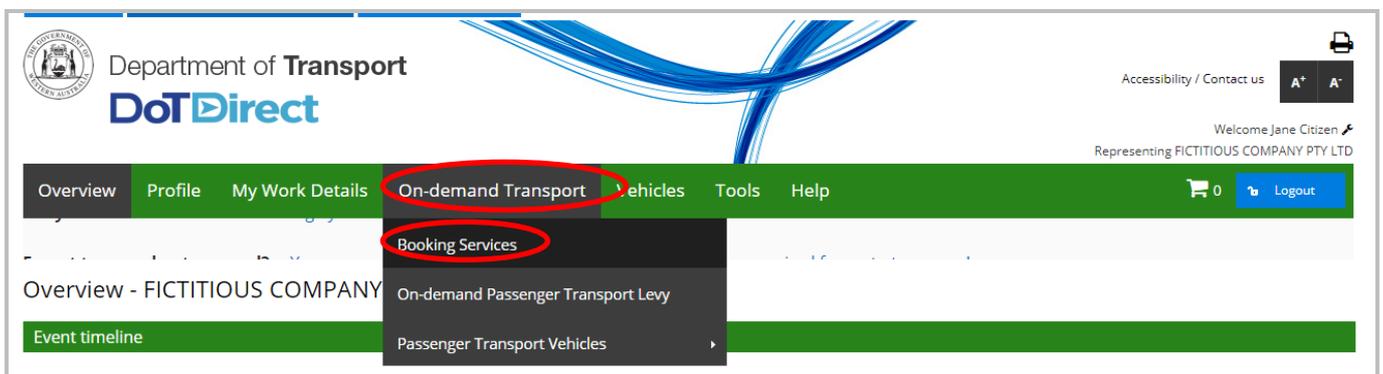
The screenshot shows a confirmation dialog box with a yellow warning icon. The text inside the dialog box reads: "We will hold your application information until 26/01/2023, after this date you will need to start your application again. Are you sure you wish to resume later?". At the bottom of the dialog box, there are two buttons: "No" and "Yes".

Resuming a saved application

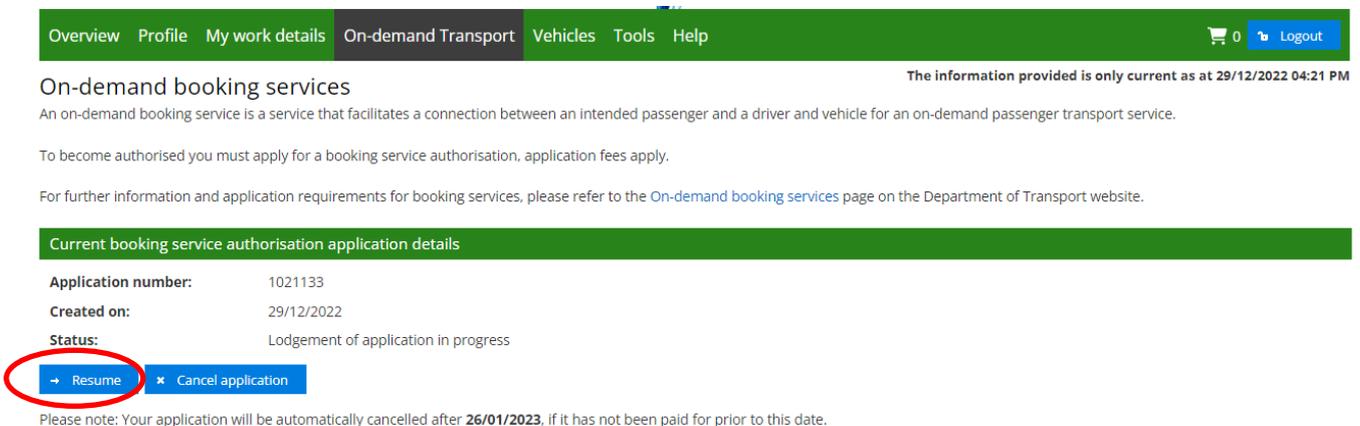
1. Login to your DoTDirect account and select the DoTDirect profile for the ODBS for which you want to continue completing an application for.



2. Once the account profile has opened, select the "On-demand Transport" menu and click "Booking Services" from the drop-down menu.



3. Select 'Resume'. You will be taken to the last saved step of your application.



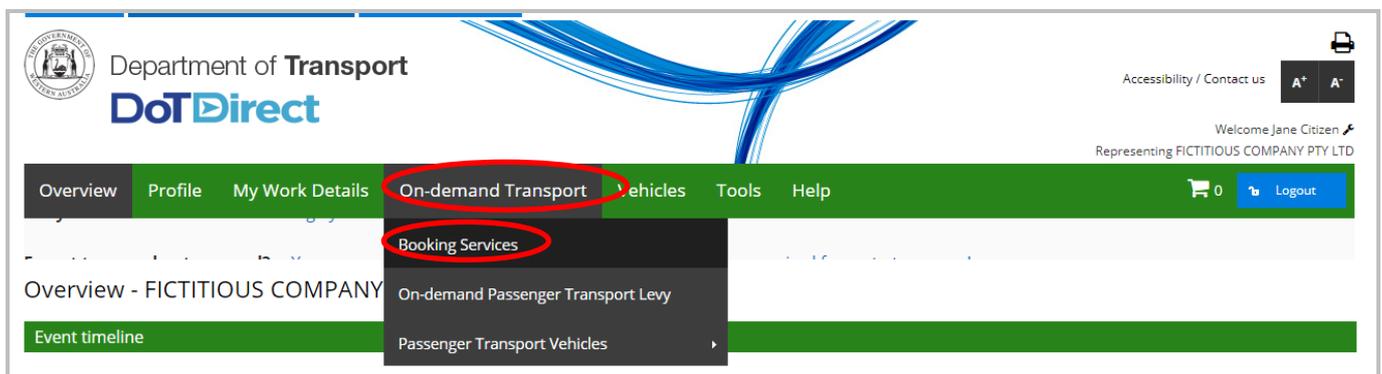
Please note: Your application will be automatically cancelled after **26/01/2023**, if it has not been paid for prior to this date.

Apply for an ODBS authorisation

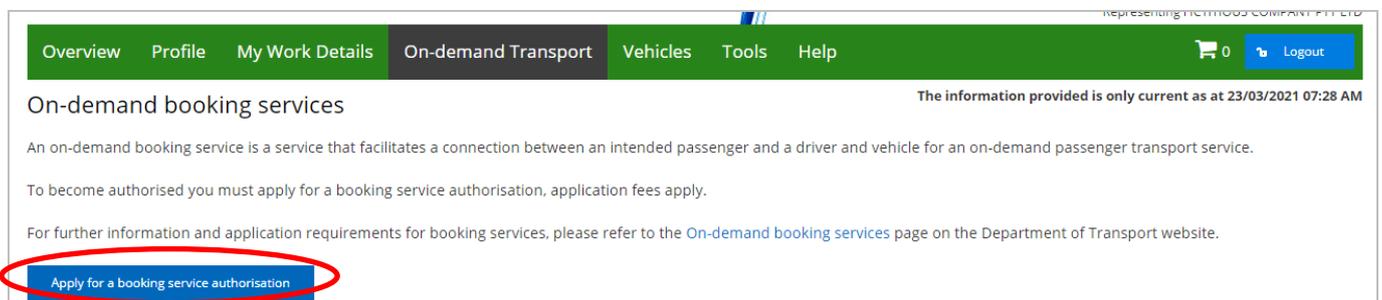
1. Select the DoTDirect profile for the booking service for which you want to make application for an ODBS authorisation.



2. Once the account profile has opened, select the “On-demand Transport” menu and click “Booking Services” from the drop-down menu.



3. Read the information provided, then click “Apply for a booking service authorisation”.



4. Read the roles and responsibilities of being authorised as an ODBS. Once the information has been read, tick "I have read and understood the role and responsibilities of an authorised On-demand Booking Service" and click "Next".

The screenshot shows the 'Roles and responsibilities' step of the application process. The navigation bar includes 'Overview', 'Profile', 'My Work Details', 'On-demand Transport', 'Vehicles', 'Tools', and 'Help'. A progress indicator shows the current step as 'Roles and responsibilities'. The main content area is titled 'Your role and responsibilities as an authorised Booking Service'. It contains a warning: 'The following information must be read before completing an application for an on-demand transport booking service authorisation.' Below this is a detailed paragraph explaining ODBS services. Further down, it defines 'On-demand booking service authorisation (ODBSA)' and lists required supporting information: documented evidence of entity structure, proof of identity and residency, and a National Police Clearance and Statement of Authority. At the bottom, there is a checkbox labeled 'I have read and understood the role and responsibilities of an authorised On-demand Booking Service.' which is checked. Two buttons, 'Cancel' and 'Next', are circled in red.

5. Enter the ABN. This is a mandatory requirement and you will not be able to proceed without providing this information. If your entity is an existing Department of Transport customer with an ABN, the ABN will be prepopulated, and any registered business names will be listed. If you have any registered business names that are not listed, that relate to your booking service, please contact On-demand Transport on 1300 660 147 to have the business name added.
6. Select any business names that are applicable to your ODBS. All selected business names will be published on the Department of Transport's website once the application for ODBS authorisation has been approved.

The screenshot shows the 'Business details' step of the application process. The navigation bar is the same as in the previous screenshot. The progress indicator shows 'Business details' as the current step. The main content area is titled 'Booking services authorisation application reference number: 1000060'. Below this is a progress indicator showing the current step. The main content area is titled 'Business details'. It shows the business name 'FICTITIOUS TOUR AND TRAVEL' and the ABN '12345678911', both of which are circled in red. Below this is a paragraph explaining that a business name is the name under which the business trades and has been registered nationally with the Australian Securities and Investments Commission (ASIC). It asks the user to select any business names they wish to have displayed on the website. At the bottom, there is a section 'Trading as:' with a checkbox labeled 'FICTITIOUS TRAVEL' which is also circled in red.

7. If your booking service is an organisation you will be required to upload documentation confirming the legal structure of your organisation. Please see the list below for the documentation that must be supplied and uploaded depending on your organisation type. To upload the document, please click “Select a document to upload” and choose the document you wish to provide.

Proof of Identification for applicant

The following document is required depending on the organisational structure of the applying entity:

- Corporation:
 - Company will need to provide an ASIC company extract (less than 3 months old)
 - Incorporated bodies will need to provide a certificate of incorporation
- Partnerships:
 - A partnership agreement (naming all partners)
- Trusts:
 - Trust Deed (front page, schedule and signatory pages)

Select a document to upload:

Document name:

NOTE: From this stage onwards, you can choose to pause the application process by clicking “Resume later” or continue with your application by clicking “Next”.



8. Respond to the five suitability questions below. If the answer to any of the questions is Yes, a space will display for additional information to be provided. Then click “Next”.

Overview Profile My Work Details **On-demand Transport** Vehicles Tools Help

Booking services authorisation application reference number: **1013155**

Roles and responsibilities Business details **Applicant suitability** Authorisation details Responsible officer(s) Statement of Authority Review and confirm

Applicant suitability

For a list of disqualification offences, please refer to the [On-demand booking services](#) page on the Department of Transport website.

1. Has the applicant previously been the holder of an authorisation to provide an on-demand booking service, or of an equivalent authorisation in another State or a Territory, that has been cancelled, or had an application for authorisation refused? Yes No
2. Is the applicant currently charged with a disqualification offence? Yes No
3. Has the applicant been convicted of a disqualification offence? Yes No
4. To your knowledge, have any close associates of the applicant previously been the holder of an authorisation to provide an on-demand booking service, or of an equivalent authorisation in another State or a Territory, that has been cancelled, or had an application for authorisation refused? Yes No
5. To your knowledge, are any close associates of the applicant currently charged with a disqualification offence, or have any been convicted of a disqualification offence? Yes No

9. Select the fleet size band applicable to your organisation.

The fleet size band that is selected will be the maximum number of vehicles that your booking service will be authorised to dispatch work to within the 12-month period that authorisation is valid for.

Overview Profile My Work Details **On-demand Transport** Vehicles Tools Help 0 Logout

Booking services authorisation application reference number: **1013155**

Roles and responsibilities Business details Applicant suitability **Authorisation details** Responsible officer(s) Statement of Authority Review and confirm

Annual authorisation fees

Select fleet band: *
Please select a fleet band below which will be the number of vehicles that you will be authorised to dispatch work to within your authorisation period.

	Number of vehicles	Current annual authorisation fee
<input type="radio"/>	1	\$250
<input type="radio"/>	2-5	\$470
<input type="radio"/>	6-15	\$1380
<input type="radio"/>	16-30	\$2750
<input type="radio"/>	31-50	\$4500
<input type="radio"/>	51-90	\$7400
<input type="radio"/>	91-150	\$12300
<input type="radio"/>	151-250	\$20000
<input type="radio"/>	251-500 vehicles	\$33000
<input type="radio"/>	Over 500 vehicles	\$65000

10. Once you have selected your fleet size band you will be given the option to utilise direct debit as a method of payment for booking service authorisation fees (this does not include the ODBS authorisation application fee that is payable when submitting your application).

If you wish to utilise direct debit as your preferred payment method for authorisation fees tick "I wish to pay by direct debit when paying for booking service authorisation fees" and then click "Next".

Direct debit bank account details for authorisation fee payments

Bank account for authorisation payments

This information is not mandatory and only required if you wish to utilise direct debit as a method of payment for booking service authorisation fees. Other payment options are available.

I wish to pay by direct debit when paying for booking service authorisation fees

← Back × Cancel || Resume later **Next** →

11. If you select the direct debit option you will be required to enter bank account details, read and agree to the direct debit agreement, agree to the terms and conditions that govern direct debit arrangements with the Department of Transport and authorise the direct debit arrangement and click “Next”.

Direct debit bank account details for authorisation fee payments

Bank account for authorisation payments

This information is not mandatory and only required if you wish to utilise direct debit as a method of payment for booking service authorisation fees. Other payment options are available.

I wish to pay by direct debit when paying for booking service authorisation fees

Account name: *

BSB number: *

Account number: *

Financial institution: *

Request and authority to debit:

I, **JANE CITIZEN** on behalf of **FICTITIOUS COMPANY PTY LTD**, have read and agree to the terms and conditions governing direct debit arrangements between the Department of Transport and **FICTITIOUS COMPANY PTY LTD** as set out in this Request and in the [Direct Debit Request Service Agreement On-demand Booking Services - Authorisation](#).

I authorise the following:

- The Department of Transport (User Id: 028423) to arrange for funds to be debited from the above mentioned account through the Bulk Electronic Clearing System (BECS).
- The Department of Transport to verify the details of the above mentioned account with the Financial Institution.
- The Financial Institution to release information allowing the Department of Transport to verify the above account details.

Adding responsible officer/s

You must nominate at least one responsible officer, who is deemed to be a representative of the booking service and who is directly involved in the day to day management of the booking service. At least one responsible officer must be a resident of Western Australia. All nominated responsible officers must be residents of Australia.

Where a booking service is a body corporate, at least one responsible officer must be a director or manager of the body corporate.

A National Police Clearance (NPC) and proof of identification and residency is required for each nominated responsible officer.

1. Fill in the personal details of the new responsible officer.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help

Booking services authorisation application reference number: **1013155**

Roles and responsibilities Business details Applicant suitability Authorisation details Responsible officer(s) Statement of Authority Review and confirm

Responsible officer(s)

To be an authorised booking service, you must nominate at least one responsible officer who is deemed to be the representative of your booking service. This person must be directly involved in the day to day management. For further information refer to the [On-demand booking services](#) page on the Department of Transport website. Please note it is a requirement to have at least one responsible officer who resides in Western Australia.

First name: Other names: Surname: *

Date of birth: * Driver's licence number:

Position title: *

Contact details

Residential address *

Unit/street number and street name: * Suggested addresses

Suburb: *

Postcode: * State: *

Email address: *

Confirm email address: *

Mobile number: Elect to receive SMS notifications and alerts from On-demand Transport

- Respond to the three suitability questions. If the answer to any of the questions is “Yes”, a space will display for additional information to be provided.
- Upload an NPC for the responsible officer. The NPC must be less than three months old at the time that the application is submitted.
- Upload proof of identity and residency for the responsible officer. Please refer to On-demand Booking Services page on the Department of Transport website: www.transport.wa.gov.au/ODBShome
- When the suitability questions have been answered, the NPC and proof of identity and residency documents have been uploaded, click “Add responsible officer”.
- If you wish to nominate additional responsible officers repeat the above steps.

Suitability
For a list of disqualification offences, please refer to the [On-demand booking services](#) page on the Department of Transport website.

1. Is the nominated Responsible Officer currently charged with a disqualification offence? * Yes No

2. Has the nominated Responsible Officer been convicted of a disqualification offence? * Yes No

3. Has the nominated Responsible Officer previously been the holder of an authorisation to provide an on-demand booking service, or of an equivalent authorisation in another State or a Territory, that has been cancelled, or had an application for authorisation refused? * Yes No

National police clearance
A National Police Clearance must be provided for all listed Responsible officer(s) and must be less than 3 months old at the time of submission.

Select a document to upload: *

Document name:

Proof of Identification and residency
Proof of identity and residency is required to be provided for each responsible officer. For full details on the documents that can be provided to meet this requirement please refer to the [On-demand booking services](#) page on the Department of Transport website.

Select a document to upload: *

Document name:

List of responsible officer details

Name	Date of birth	Residential address	Email address ¹	Mobile number	Actions	Documents provided
No records found.						

¹ Communications from On-demand Transport in relation to the Booking Service Authorisation will be sent to the specified email address(es).
 SMS alerts from On-demand Transport in relation to the Booking Service Authorisation may be sent to the specified mobile number.

Note: an individual applicant will still be required to complete the responsible officer suitability steps of the application process.

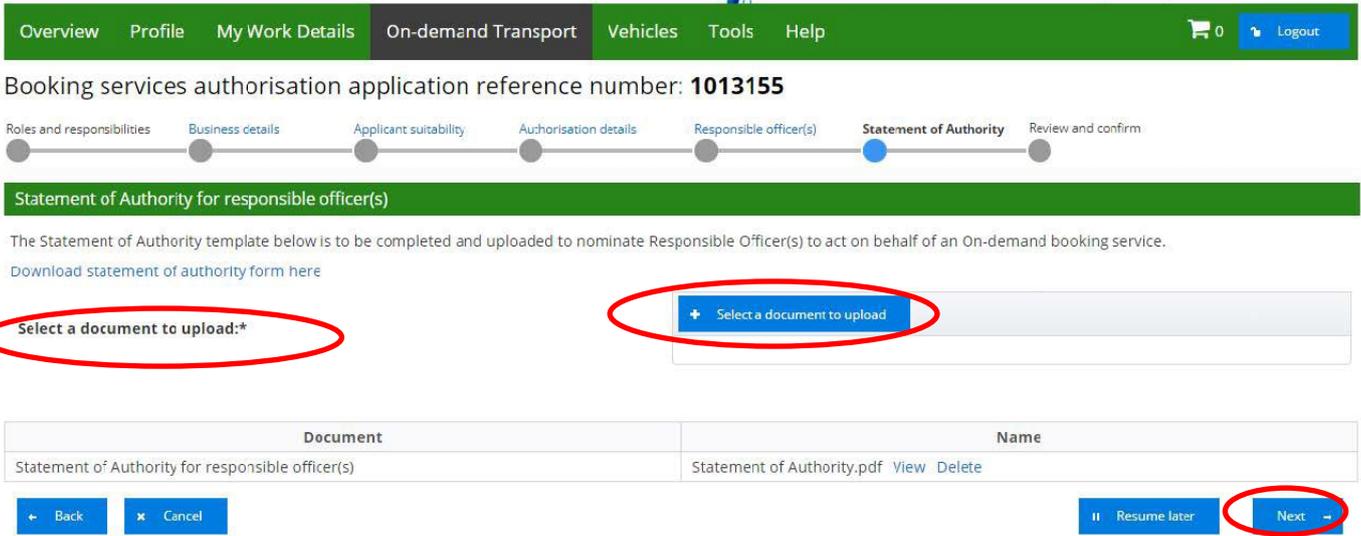
- The responsible officer that has been added will be recorded in the “List of responsible officer details” table. Once confirmed that all details entered are correct and all responsible officers have been nominated click “Next”.

List of responsible officer details

Name	Date of birth	Residential address	Email address ¹	Mobile number	Actions	Documents provided
FICTITIOUS JO DELTA	1/1/1970	140 WILLIAM ST, PERTH WA 6000	fictitious_jo.delta@transport.wa.gov.au		Edit Delete	ODBS-test.pdf full-moon-415501_340.jpg
FICTITIOUS CHARLIE BROWN	1/1/1975	20 BROWN ST, EAST PERTH WA 6004	fictitious_charlie.brown@transport.wa.gov.au		Edit Delete	sample.pdf Coiled_Galaxy.jpg

¹ Communications from On-demand Transport in relation to the Booking Service Authorisation will be sent to the specified email address(es).
 SMS alerts from On-demand Transport in relation to the Booking Service Authorisation may be sent to the specified mobile number.

8. Each nominated responsible officer must be authorised by the ODBS to act on its behalf. A Statement of Authority template can be downloaded by clicking “Download statement of authority form here”. Once completed and signed by an approved person listed on the form template, please upload the completed form by clicking “Select a document to upload”.



Overview Profile My Work Details On-demand Transport Vehicles Tools Help

Booking services authorisation application reference number: **1013155**

Roles and responsibilities Business details Applicant suitability Authorisation details Responsible officer(s) **Statement of Authority** Review and confirm

Statement of Authority for responsible officer(s)

The Statement of Authority template below is to be completed and uploaded to nominate Responsible Officer(s) to act on behalf of an On-demand booking service.

[Download statement of authority form here](#)

Select a document to upload:*

+ Select a document to upload

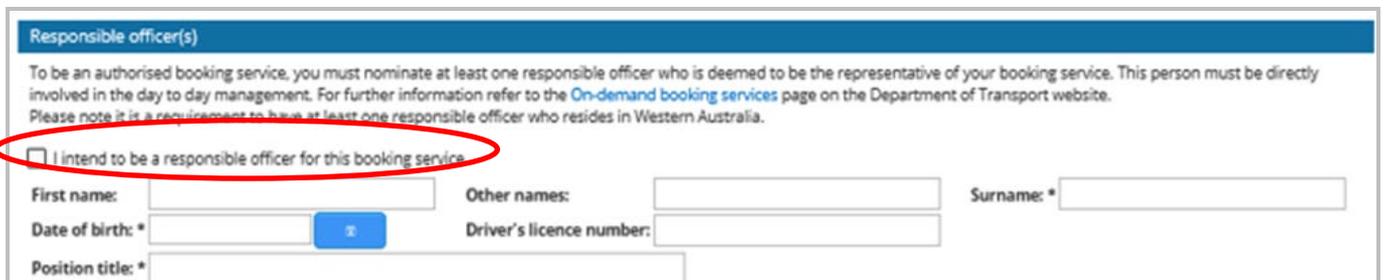
Document	Name
Statement of Authority for responsible officer(s)	Statement of Authority.pdf View Delete

← Back × Cancel || Resume later **Next** →

9. Once the Statement of Authority form has been uploaded click “Next”.

NOTE: If you are making application for an ODBS authorisation as an individual (sole trader) and you will also be the sole responsible officer for the booking service you will not be required to complete a Statement of Authority form. In this circumstance please tick the “I intend to be a responsible officer for this booking service”.

If you would like to add any other responsible officers in addition to yourself, you will be required to complete the process outlined above.



Responsible officer(s)

To be an authorised booking service, you must nominate at least one responsible officer who is deemed to be the representative of your booking service. This person must be directly involved in the day to day management. For further information refer to the [On-demand booking services](#) page on the Department of Transport website. Please note it is a requirement to have at least one responsible officer who resides in Western Australia.

I intend to be a responsible officer for this booking service

First name: Other names: Surname: *

Date of birth: * Driver's licence number:

Position title: *

Application review, privacy statement and declaration.

1. You now have the opportunity to review the information you have provided in your ODBS authorisation application. Please read through the information carefully.

Overview Profile My Work Details **On-demand Transport** Vehicles Tools Help 0 Logout

Booking services authorisation application reference number: **1013155**

Roles and responsibilities Business details Applicant suitability Authorisation details Responsible officer(s) Statement of Authority **Review and confirm**

Please review your application details

You have applied for your booking service to be authorised for:

Name: FICTITIOUS COMPANY PTY LTD
ACN:
ABN: 12345678911
Trading as:

Authorisation details:

The number of vehicles that you have requested to be authorised to dispatch work to within your authorisation period is: 2-5
Based on the selected number of vehicles the current Annual Authorisation fee is: \$470

Applicant suitability details:

1. Has the applicant previously been the holder of an authorisation to provide an on-demand booking service, or of an equivalent authorisation in another State or a Territory, that has been cancelled, or had an application for authorisation refused? No
2. Is the applicant currently charged with a disqualification offence? No
3. Has the applicant been convicted of a disqualification offence? No

Amount: \$113.00

← Back * Cancel Pay Now →

2. Once you are satisfied with the information contained in your ODBS authorisation application, you will need to agree to the privacy statement by ticking “I have read and understood the privacy statement outlined above”.
3. The Declaration of acknowledgment is then required to be completed by ticking the statements listed.

- After the privacy statement and declaration of acknowledgement have been ticked, click “Pay Now”.

Overview Profile My Work Details **On-demand Transport** Vehicles Tools Help

Booking services authorisation application reference number: **1013155**

Roles and responsibilities Business details Applicant suitability Authorisation details Responsible officer(s) Statement of Authority **Review and confirm**

The Department of Transport is committed to protecting the confidentiality of your personal information in accordance with the *Transport (Road Passenger Services) Act 2018* ("the Act") and subsidiary regulations.

Information supplied in this application will be used by officers of the Department to assess your, and your responsible officer(s) eligibility and suitability to hold an On-Demand Booking Service Authorisation. If you do not provide this information your application can not proceed. The information you provide will be kept confidential, but may be disclosed to third parties for the purpose of confirming information you provide in this application. The personal information you provide may be disclosed to specified third parties as provided for in Part 7 of the Act, but otherwise will not be disclosed without your consent unless required or permitted by law.

Information on the status of your On-Demand Booking Service Authorisation will, in accordance with the Act, be published on the Department of Transport website in the interest of the public.

I have read and understood the privacy statement outlined above.

Declaration of acknowledgement

It is a serious criminal offence to make a false or misleading statement in connection with an application for an authorisation.

I certify the information provided in this application is true and correct.

I understand that any statement or misrepresentation that I have made in this application which I know to be false is an offence under the *Transport (Road Passenger Services) Act 2018*.

I have authority to act on behalf of FICTITIOUS COMPANY PTY LTD.

Amount: 5113.00

Back Cancel **Pay Now**

How to pay your ODBS application fees in DoTDirect

Your ODBS authorisation account will now appear in your “To-do list” in the overview of your DoTDirect account profile. This account must be paid within 28 days to enable your ODBS authorisation account to be submitted and assessed by the Department.

- To pay this account click “Checkout item(s)”

Overview Profile My Work Details **On-demand Transport** Vehicles Tools Help

Overview - FICTITIOUS COMPANY PTY LTD

Event timeline

All events

When	Date	Event
No records found.		

To-do list

When	Date	To-do	Action
28 days	20/4/2021	The on-demand booking service authorisation application fee account is available for payment.	Remove from trolley

Checkout 1 item(s)

2. The account amount due will display, click “Next” to pay the account and lodge your ODBS authorisation application.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help Logout

Checkout

Trolley Confirmation Payment Complete

Your trolley

Note: You can only select a maximum of 20 payments to process at once. There is also a maximum total of \$20,000.00 that can be made in one payment.

Some payments require further information to be provided e.g. the period you would like to renew your vehicle licence for. The payment wizard will take you through the process to enter any mandatory information required for payments.

You have 1 item(s) in your trolley. View as: [Grid Icon] [List Icon] [Table Icon] Remove all items

On-demand booking service authorisation application fee

Application number: 1013155

Payment due: 20/4/2021

Amount: \$113.00

Total: \$113.00

Cancel [X] Next

3. Tick the declaration “I have reviewed the above terms and confirm that all information shown is correct” and Click “Proceed to payment”.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help Logout

Checkout

Trolley Confirmation Payment Complete

Confirm

Please review your items and select *Proceed to payment* to confirm or *Back* to make changes.

On-demand booking service authorisation application fee

Application number: 1013155

Amount \$113.00

I have reviewed the above items and confirm that all information shown is correct.

Back Proceed to payment

4. Enter your credit card details to pay the application fee and click “Process Payment”.

The screenshot shows a web application interface with a green navigation bar at the top containing links for Overview, Profile, My Work Details, On-demand Transport, Vehicles, Tools, and Help, along with a Logout button. Below the navigation bar is a 'Checkout' section with a progress indicator showing four steps: Trolley, Confirmation, Payment (highlighted with a blue dot), and Complete. A green banner below the progress indicator reads 'Credit card details'. The main content area contains the text 'Please enter the details of the credit or debit card to be used for payment.' and 'Amount \$113.00'. It also states 'We accept Mastercard or Visa.' with logos for Mastercard and Visa. There are four input fields: 'Cardholder Name', 'Card Number', 'Expiry Date' (split into 'MM' and 'YY' fields), and 'CVN'. A blue 'Process Payment' button is located at the bottom of the form, circled in red.

5. Once the payment has been processed, a receipt will be available for you to download. Click “Download receipt” if you wish to save or print a copy of your receipt.

The screenshot shows the same web application interface after payment. The green navigation bar is at the top. The 'Checkout' section now shows the progress indicator with 'Complete' highlighted with a blue dot. A green banner below the progress indicator reads 'Order complete'. The main content area contains the text 'Your payment has been accepted.' and 'It is important that you print or save your receipt or record the receipt number as proof of your payment.' A 'Print payment summary' button is visible. Below this, it states 'A copy of your receipts has been emailed to odttest2@transport.wa.gov.au.' There is a section titled 'On-demand booking service authorisation application fee' with a receipt icon, 'Application number: 1013155', 'Receipt #: 115612144', and 'Amount \$113.00'. A blue 'Download receipt' button is circled in red. At the bottom, there is a blue 'Return to my overview' button.

6. If you click "Download receipt", the following receipt will be provided.



Government of **Western Australia**
Department of **Transport**

ABN 27 285 643 255

On-demand Booking Service Authorisation Application Fee Payment Receipt

Receipt Details

Receipt Number: **115612144**
Account Number: 011091902149
Tax Invoice Issue Date: 23/03/2021
Applicant: FICTITIOUS COMPANY PTY LTD
Customer Number: 6558995
Application number: 1013155
Payment Description: ON-DEMAND TRANSPORT BOOKING SERVICE APPLICATION FEE

Payment Details

Fee:	\$113.00
Total:	\$113.00

Notes

It is important that you print this page or record the receipt number(s) as proof of your payment. You may be asked to provide your receipt details should you have an enquiry regarding this payment.

7. You can now click “Return to my overview”.

The screenshot shows a web application interface with a green navigation bar at the top containing links for Overview, Profile, My Work Details, On-demand Transport, Vehicles, Tools, and Help. A 'Logout' button is in the top right. Below the navigation bar, the page title is 'Checkout'. A progress indicator shows four steps: Trolley, Confirmation, Payment, and Complete, with 'Complete' being the active step. A green banner reads 'Order complete'. Below this, a message states 'Your payment has been accepted.' and provides a 'Print payment summary' link. A note says 'It is important that you print or save your receipt or record the receipt number as proof of your payment.' and another note says 'A copy of your receipts has been emailed to fictitious_charlie.brown@transport.wa.gov.au.' A section titled 'On-demand booking service authorisation application fee' displays a receipt icon, 'Application number: 1000060', 'Receipt #: 98243261', 'Amount \$120.00', and a 'Download receipt' link. Below this is a 'Payment details' section with a table:

Payment details	
Amount:	\$120.00
Date & time submitted:	11/2/2019 1:21 PM
Card number:	5353 16XX XXXX X815

At the bottom left of the page, a blue button labeled 'Return to my overview' is circled in red.

Now that your application for an ODBS authorisation has been successfully lodged, the Department of Transport will assess your application and notify you of the outcome once the assessment process has been completed.

If at any time during the assessment process any additional information is required, you will be contacted and asked to provide the necessary information to assist in the assessment of your application.

Upon receiving notification of a successful application outcome, you will be required to pay the annual ODBS authorisation fee, prior to being granted a formal authorisation document.

Cancelling ODBS applications

Automatically cancelled applications

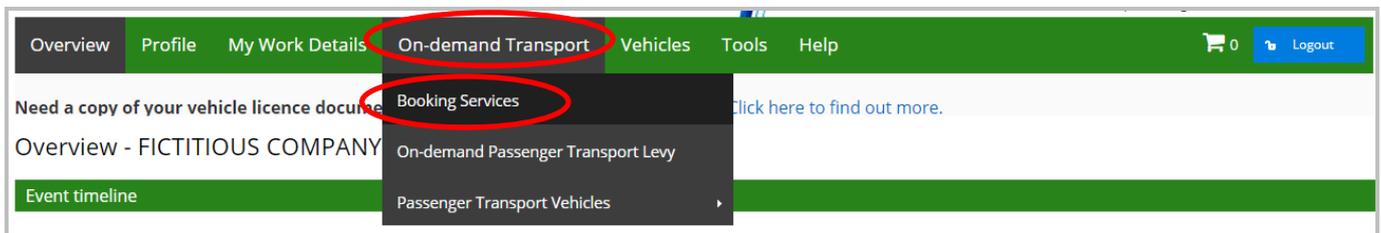
DoTDirect will automatically cancel an application which has not been lodged within 28 days, or where the application fee payment remains unpaid after 28 days.

The applicant and all recorded nominated persons who have an email address recorded (at the time the cancellation email is to be sent) will be sent a notification of the cancelled application. If no email address is registered, DoT will send a letter to those nominated persons

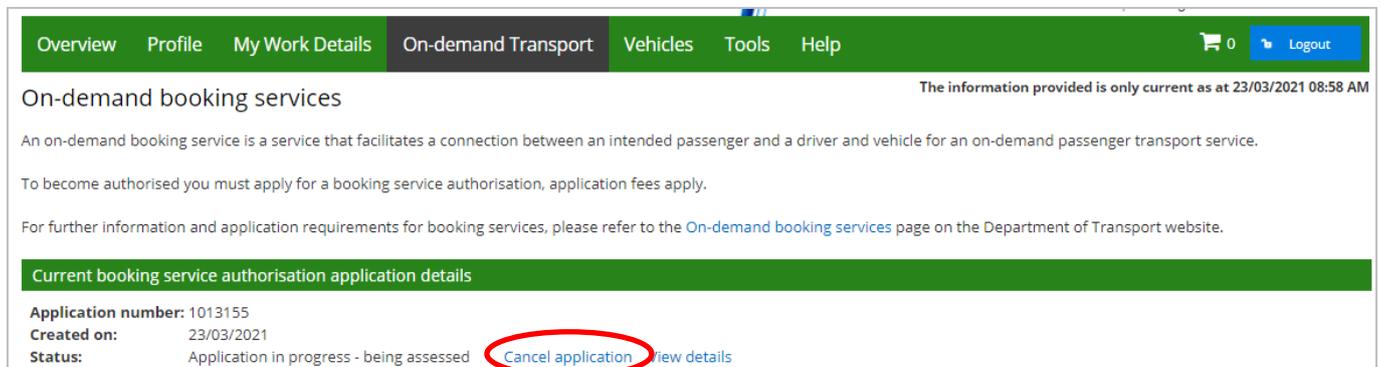
Cancelling an ODBS authorisation application in DoTDirect

If you no longer wish to proceed with an application for ODBS authorisation, you can cancel your application from your DoTDirect account. Please note there are no refunds for the application fee that has been paid.

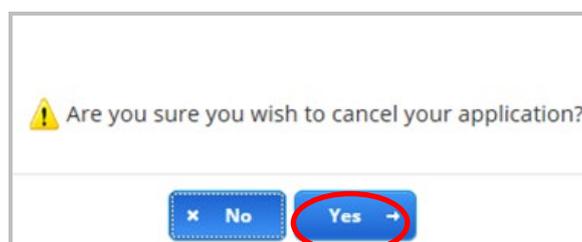
1. Select the “On-demand Transport” menu and click “Booking Services” from the drop-down menu.



2. To cancel your application for ODBS authorisation, click “Cancel application”



3. A confirmation message will be displayed. Click “Yes” if you wish to continue cancelling your application.



4. Information will display that the application has been cancelled.

The screenshot shows the 'On-demand Transport' section of the DoT Direct website. The navigation bar includes 'Overview', 'Profile', 'My Work Details', 'On-demand Transport', 'Vehicles', 'Tools', and 'Help'. A notification banner at the top right states 'The information provided is only current as at 23/03/2021 08:58 AM'. A blue information icon with the text 'Application has been cancelled.' is displayed. Below this, a paragraph explains that an on-demand booking service is a connection between a passenger and a driver/vehicle. It notes that to become authorised, one must apply for a booking service authorisation, with application fees applying. A link is provided for further information: 'On-demand booking services' on the Department of Transport website. A blue button at the bottom left reads 'Apply for a booking service authorisation'.

Managing ODBS authorisation in DoTDirect

Once your ODBS authorisation application is approved, the authorisation details will be available through your ODBS DoTDirect account. From here you will be able to manage your ODBS authorisation and make changes to your direct debit account details, responsible officers and manage the registered business names associated to your ODBS.

Renewing your annual ODBS authorisation

Your ODBS authorisation is valid for 12 months from the date it was granted. The expiry date of the authorisation will be listed on your ODBS Authorisation Document or on the On-demand Transport booking services tab in your DoTDirect account.

1. Eight weeks prior to the expiry of your current ODBS authorisation, you will receive an automated email from DoT saying that your authorisation is due to expire and inviting you to renew for the following 12 months.

The email will advise that you can either renew your ODBS authorisation for the same fleet size band (fee level) as your current authorisation, or you can renew for a different fleet band size using DoTDirect.

The screenshot shows an email header from the Department of Transport, DoTDirect. The body of the email is addressed to the 'On-demand Booking Service Authorisation Holder / Responsible Officer' and states that their authorisation (ID 1000000) is due to expire on 2020-02-27. It provides instructions on how to renew, including the option to change the fleet band size. It notes that selecting a new fleet band does not change the number of vehicles authorised. It also states that if no changes are made, a renewal account for the existing fleet band will be sent automatically. The email includes contact information for the Department of Transport: free call 1300 660 147, Monday to Friday, 8:00am to 5:00pm, and email: ondemandtransport@transport.wa.gov.au. A disclaimer at the bottom states that the email and any attachments are confidential and may contain legally privileged and/or copyright material.

Renewing for the same fleet band size

1. If you wish to renew your ODBS authorisation for the same fleet band size as your current authorisation, you do not need to do anything in response to the Invitation to Renew email.
2. Six weeks prior to the expiry of your current ODBS authorisation, an ODBS Authorisation Renewal Account Notice will be emailed to you for payment via DoTDirect, B-Pay, mail or in person at a DoT Centre. The Account Notice will also be available in your To-do list in DoTDirect.

 <p>Government of Western Australia Department of Transport</p>	<h3>On-demand Booking Service Authorisation Renewal Account Notice</h3>				
<p>FIRST AND FINAL NOTICE</p> <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>	<p>ABN: 27 285 643 255</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">AUTHORISATION NUMBER</td></tr> <tr><td style="text-align: center;">PAYMENT DUE BEFORE</td></tr> <tr><td style="text-align: center;">ACCOUNT NUMBER</td></tr> <tr><td style="text-align: center;">TOTAL AMOUNT DUE</td></tr> </table> <p>Enquiries: ☎ 1300 660 147 🌐 www.transport.wa.gov.au</p>	AUTHORISATION NUMBER	PAYMENT DUE BEFORE	ACCOUNT NUMBER	TOTAL AMOUNT DUE
AUTHORISATION NUMBER					
PAYMENT DUE BEFORE					
ACCOUNT NUMBER					
TOTAL AMOUNT DUE					
<p>Warning: If this account is not paid by the due date, the authorisation will expire immediately and a new application will need to be made - fees will apply.</p>					
<p>This On-demand Booking Service authorisation renewal account notice is issued under section 39 of the <i>Transport (Road Passenger Services) Act 2018</i>. Upon payment of this account, the Department of Transport will issue you with an authorisation document including the conditions that apply.</p> <p>The annual authorisation fee payable on this account is calculated based on the number of vehicles you have requested to be authorised for. If this or any information contained in this account notice is incorrect, please contact the Department of Transport on 1300 660 147.</p> <p>On-demand Booking Service provider: </p> <p>Authorisation number: </p> <p>Current authorisation expiry date: </p> <p>New authorisation expiry date: </p> <p>Maximum number of vehicles authorised for: </p> <p>Annual authorisation fee payable: </p>					
<p>Do NOT detach unless paying by mail</p>					
<p>PAYMENT ADVICE</p> <div style="border: 1px solid #ccc; padding: 5px;">  <p>Biller Code: Ref: </p> <p><small>BRAY* this payment via internet or phone banking.</small></p> </div> <p>DoTDirect <small>services, do it online</small> DoTDirect online account holders: visit www.dotdirect.com.au to login and pay using the account number provided.</p> <p> MAIL Detach PAYMENT ADVICE and mail with cheque to Department of Transport Payment Centre, GPO Box C102, Perth WA 6839. Cheques are accepted subject to being met on first presentation. Make cheques payable to "Department of Transport".</p> <p> PERSON Pay in person at Department of Transport (DoT), On-demand Transport, 20 Brown Street East Perth (no cash payments), any Driver and Vehicle Services (DVS) centre, regional DoT office or authorised agent (not Australia Post outlets).</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">ACCOUNT NUMBER</td></tr> <tr><td style="text-align: center;">TOTAL AMOUNT DUE</td></tr> </table>	ACCOUNT NUMBER	TOTAL AMOUNT DUE		
ACCOUNT NUMBER					
TOTAL AMOUNT DUE					

- If you have elected to pay ODBS authorisation fees by Direct Debit, the ODBS Authorisation Renewal Account Notice only will be emailed to you. You will not receive an Account Notice, nor will an Account appear in your DoTDirect To-do list.
- The Account Notice will specify when the Direct Debit payment will be requested from your nominated bank account so you can make sure there are sufficient funds available.



Government of **Western Australia**
Department of **Transport**

On-demand Booking Service Authorisation Renewal Account Notice

FIRST AND FINAL NOTICE

ABN: 27 285 643 255

AUTHORISATION NUMBER

PAYMENT DEBIT DATE

ACCOUNT NUMBER

DEBIT AMOUNT

Enquiries:
☎ 1300 660 147
🌐 www.transport.wa.gov.au

Warning: If your direct debit payment is not successful your authorisation will not be granted.

This On-demand Booking Service authorisation renewal account notice is issued under section 39 of the *Transport (Road Passenger Services) Act 2018*. Upon payment of this account, the Department of Transport will issue you with an authorisation document including the conditions that apply.

The annual authorisation fee payable on this account is calculated based on the number of vehicles you have requested to be authorised for. If this or any information contained in this account notice is incorrect, please contact the Department of Transport on 1300 660 147.

On-demand Booking Service provider:

Authorisation number:

Current authorisation expiry date:

New authorisation expiry date:

Maximum number of vehicles to be authorised for:

Annual authorisation fee payable:

PAYMENT ADVICE

Direct debit information

Debit amount:

Debit date:

- Once the ODBS Authorisation Renewal Account Notice is fully paid, a new ODBS Authorisation document will be emailed to you. The new 12 month authorisation will commence the day after expiry of the previous authorisation.

Renewing for a different fleet band size

Once you have been sent the Invitation to Renew your ODBS authorisation email (8 weeks prior to expiry), you can change your fleet size band and fee payable for the next 12 months. This can only be done via DoTDirect. Your fleet band cannot be increased if there are any outstanding NPCs for the Responsible Officers.

1. Log in to your DoTDirect account and select the individual or entity profile that you are authorised as an ODBS under.
2. Click on the On-demand Transport top menu item and Booking Services to see your current authorisation as an ODBS.
3. A new button called "Select fleet band for renewal" will be visible.

Overview Profile My Work Details **On-demand Transport** Vehicles Tools Help 0 Logout

On-demand booking services

The information provided is only current as at 23/03/2021 11:45 AM

Under Section 39 of the *Transport (Road Passenger Services) Act 2018*, your authorisation as an On-demand Booking Service will expire on the date specified below.

For further information on booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

Current booking service authorisation details

Authorisation number: 1000442
Authorisation holder: FICTITIOUS PTY LTD
Trading as:
Issued date: 27/3/2019
Expiry date: 26/4/2021
Status: Active
Maximum number of vehicles authorised for: Unlimited

To renew your booking service authorisation with a different fleet band than your current authorisation, please click here [Select fleet band for renewal](#)

Note: Selecting a new fleet band for renewal does not change the number of vehicles you are authorised for under your current booking service authorisation

To surrender your current booking service authorisation, please click here [Surrender authorisation](#)

To manage the business names registered to your current booking service authorisation, please click here [Manage business names](#)

Direct debit bank account details for authorisation fee payments

Responsible officers' details

4. After selecting fleet band for renewal, a new screen will display.
5. Select your new fleet size band and the corresponding annual authorisation fee by clicking in the appropriate radio button, then click 'Update details'.

Overview Profile My Work Details **On-demand Transport** Vehicles Tools Help 0 Logout

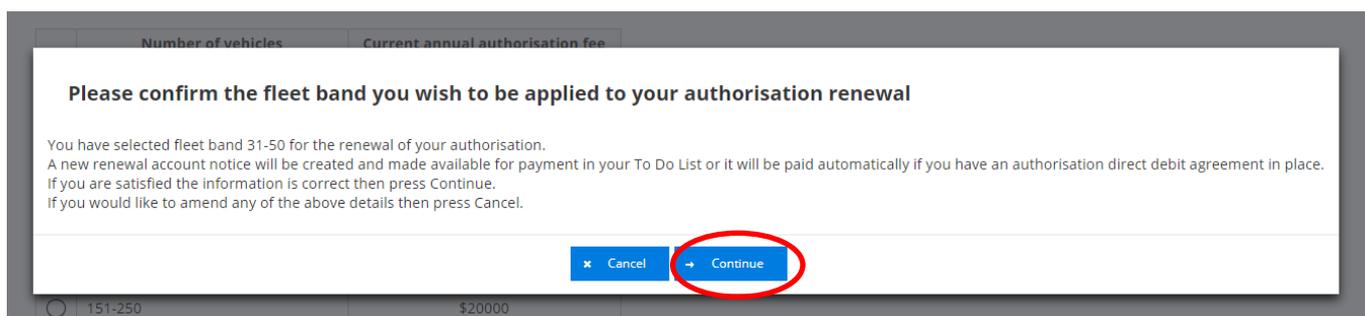
Select fleet band:

Please select a fleet band below for your authorisation renewal, which will be the number of vehicles that you will be authorised to dispatch work to when you have paid your renewal account.

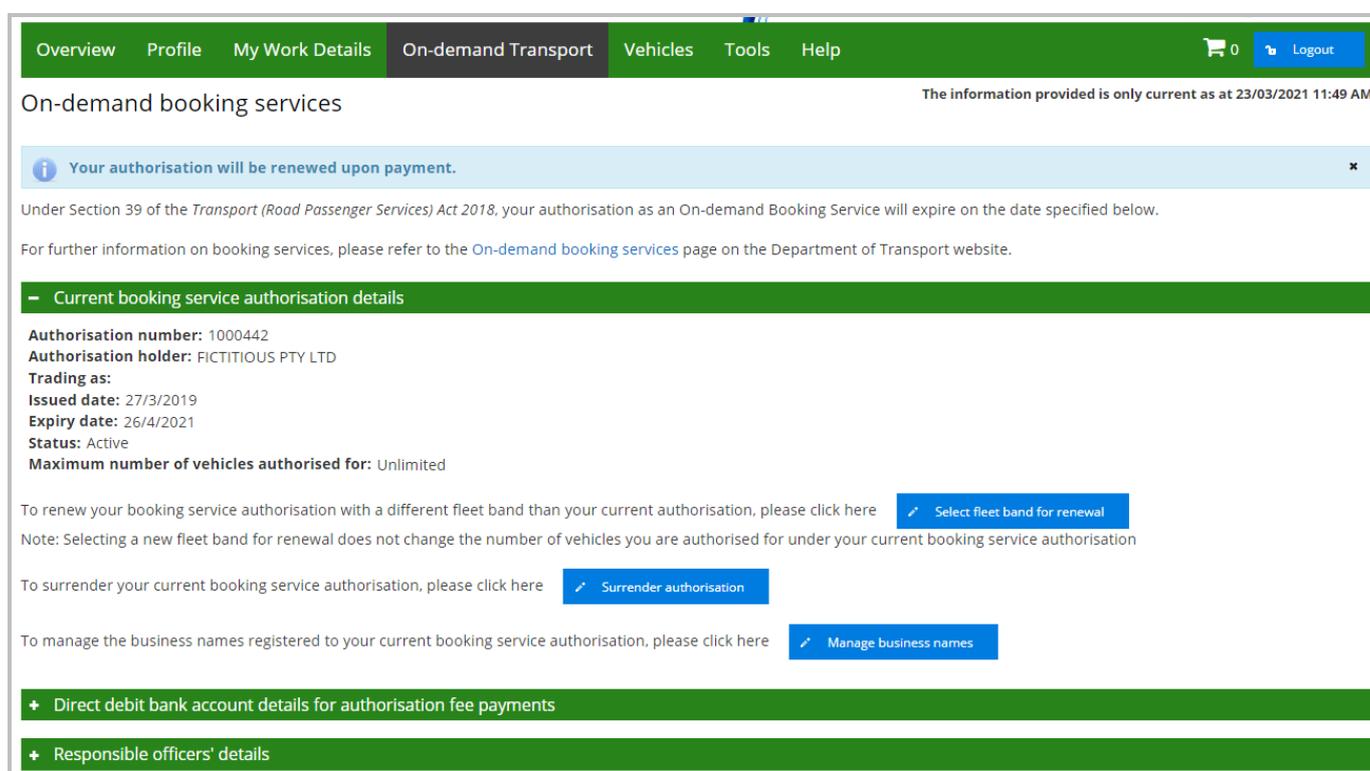
	Number of vehicles	Current annual authorisation fee
<input type="radio"/>	1	\$250
<input type="radio"/>	2-5	\$470
<input checked="" type="radio"/>	6-5	\$1380
<input type="radio"/>	16-30	\$2750
<input type="radio"/>	31-50	\$4500
<input type="radio"/>	51-90	\$7400
<input type="radio"/>	91-150	\$12300
<input type="radio"/>	151-250	\$20000
<input type="radio"/>	251-500 vehicles	\$33000
<input type="radio"/>	Over 500 vehicles	\$65000

[Update details](#) [Cancel](#)

- After pressing Update Details, a pop-up screen will appear asking you to confirm the fleet size band you wish to be applied to your authorisation renewal. Click “Continue” for yes, or “Cancel” to go back and change.



- Once you have clicked “Continue”, you will be returned to your ODBS overview page. A new statement will have been added that indicates your authorisation will be renewed upon payment.



- If you have changed your fleet size band, a new ODBS Authorisation Renewal Account Notice will be sent immediately for payment.
- The Renewal Account Notice will be emailed to you and shown in your DoTDirect To Do list if you are not using Direct Debit. Payment options available include DoTDirect, B-Pay, mail or in person at a DoT Centre.
- Once the ODBS Authorisation Renewal Account Notice is fully paid, a new ODBS authorisation document will be emailed to you.
- The new 12 month authorisation at the new fleet size band will commence the day after expiry of the previous authorisation.

Increasing the fleet band for the current authorisation

1. To increase the maximum number of vehicles covered by your current ODBS Authorisation, click 'Increase fleet band for current authorisation'.

Note: this button will not be available if your current authorisation is due to expire in the next 8 weeks. Please see [Renewing for a different fleet band size](#) for instructions on how to change your fleet band when you renew your ODBS authorisation.

The screenshot shows the 'On-demand Transport' section of a web application. The navigation bar includes 'Overview', 'Profile', 'My Work Details', 'On-demand Transport', 'Vehicles', 'Tools', and 'Help'. The main content area is titled 'On-demand booking services' and includes a timestamp 'The information provided is only current as at 28/10/2020 01:06 PM'. Below this, there is a section for 'Current booking service authorisation details' with the following information:

- Authorisation number: 1005069
- Authorisation holder: BRAND COURAGE PTY LTD
- Trading as:
- Issued date: 28/10/2020
- Expiry date: 27/10/2021
- Status: Active
- Maximum number of vehicles authorised for: 15 vehicles

Below the details, there are three buttons: 'Increase fleet band for current authorisation' (circled in red), 'Surrender authorisation', and 'Manage business names'. A green bar at the bottom of the section contains a plus sign and the text 'Direct debit bank account details for authorisation fee payments'.

2. Select the fleet band corresponding to the maximum number of vehicles that you wish to be authorised to dispatch work to for the remainder of your current authorisation period. You are only able to select a fleet band size higher than the current fleet band size.

The 'Select fleet band' dialog box prompts the user to select a fleet band below which will be the number of vehicles that you will be authorised to dispatch work to for the remainder of your current authorisation period. The table below shows the available options:

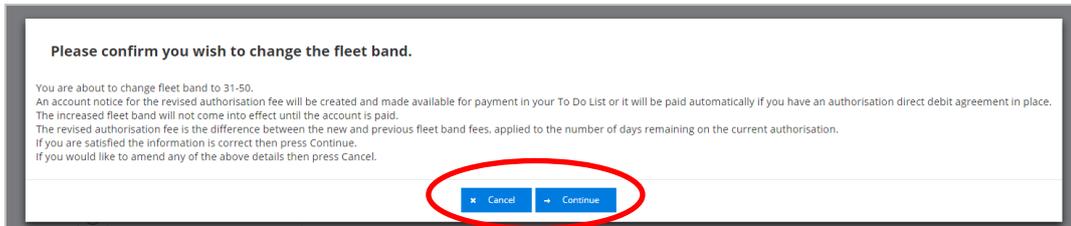
	Number of vehicles	Current annual authorisation fee
<input type="radio"/>	1	\$250
<input type="radio"/>	2-5	\$470
<input type="radio"/>	6-15	\$1380
<input type="radio"/>	16-30	\$2750
<input checked="" type="radio"/>	31-50	\$4500
<input type="radio"/>	51-90	\$7400
<input type="radio"/>	91-150	\$12300
<input type="radio"/>	151-250	\$20000
<input type="radio"/>	251-500 vehicles	\$33000
<input type="radio"/>	Over 500 vehicles	\$65000

At the bottom of the dialog box, there are two buttons: 'Update details' and 'Cancel'.

A confirmation message will display. An account notice for the revised authorisation fee will be created and made available for payment in your 'To Do List' or it will be paid automatically if you have an authorisation direct debit agreement in place. The account notice is calculated pro-rata.

The increased fleet band will not come into effect until the account is paid. The revised authorisation fee is the difference between the new and previous fleet band fees, applied to the number of days remaining on the current authorisation.

Click Continue if you are okay with the change, or Cancel to return to select another fleet band.



3. A message on your DoTDirect will show advising that your fleet band will change once the account is paid.

Navigation: Overview Profile My Work Details **On-demand Transport** Vehicles Tools Help

On-demand booking services The information provided is only current as at 28/10/2020 01:09 PM

Your fleet band will be updated upon payment.

Under Section 39 of the *Transport (Road Passenger Services) Act 2018*, your authorisation as an On-demand Booking Service will expire on the date specified below.

For further information on booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

Current booking service authorisation details

Authorisation number: 1005069
Authorisation holder: BRAND COURAGE PTY LTD
Trading as:
Issued date: 28/10/2020
Expiry date: 27/10/2021
Status: Active
Maximum number of vehicles authorised for: 15 vehicles

To increase the maximum number of vehicles covered by your current ODBS Authorisation (fleet band), please click here [Increase fleet band for current authorisation](#)

To surrender your current booking service authorisation, please click here [Surrender authorisation](#)

To manage the business names registered to your current booking service authorisation, please click here [Manage business names](#)

+ Direct debit bank account details for authorisation fee payments

+ Responsible officers' details

4. To finalise the increase the fleet band, select the item on the 'To-do list' and click "Add to trolley".

Event timeline

Events: 5, 4, 3, 2, 1, 0

Timeline: APR 2020, MAY 2020, JUN 2020, JUL 2020, AUG 2020, SEP 2020, OCT 2020, NOV 2020, DEC 2020, JAN 2021, FEB 2021, MAR 2021, APR 2021, MAY 2021, JUN 2021, JUL 2021, AUG 2021, SEP 2021, OCT 2021, NOV 2021, DEC 2021, JAN 2022, FEB 2022, MAR 2022, APR 2022

All events

When	Date	Event
11 months	27/10/2021	On-demand booking service authorisation 1005069 expires on 27/10/2021

To-do list

When	Date	To-do	Action
14 days	11/11/2020	The on-demand booking service change of fleet band fee account is available for payment (account number 011089048336).	Add to trolley

Checkout 0 item(s)

5. Proceed to the checkout.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help

Did you know? You can now change your NHV categories online. Click here to find out more.

Overview - BRAND COURAGE PTY LTD

Event timeline

Events

APR 2020 MAY 2020 JUN 2020 JUL 2020 AUG 2020 SEP 2020 OCT 2020 NOV 2020 DEC 2020 JAN 2021 FEB 2021 MAR 2021 APR 2021 MAY 2021 JUN 2021 JUL 2021 AUG 2021 SEP 2021 OCT 2021 NOV 2021 DEC 2021 JAN 2022 FEB 2022 MAR 2022 APR 2022

Recently added item(s):

On-demand booking service fleet band fee
Change of fleet band from 6-15 to 31-50
Payment due: 11/11/2020
Amount: \$3,120.00
Estimated total: \$3,120.00

Empty trolley **Checkout 1 item(s)**

6. Select the 'Next' button.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help

Checkout

Trolley Confirmation Payment Complete

Your trolley

Note: You can only select a maximum of 20 payments to process at once. There is also a maximum total of \$20,000.00 that can be made in one payment.

Some payments require further information to be provided e.g. the period you would like to renew your vehicle licence for. The payment wizard will take you through the process to enter any mandatory information required for payments.

You have 1 item(s) in your trolley. View as: [List] [Grid] [Table]

Remove all items

On-demand booking service fleet band fee
Change of fleet band from 6-15 to 31-50
Payment due: 11/11/2020
Amount: \$3,120.00
Total: \$3,120.00

Cancel **Next**

7. Enter your card details and click “Process payment”.

The screenshot shows a web application interface with a green navigation bar at the top containing links for Overview, Profile, My Work Details, On-demand Transport, Vehicles, Tools, and Help. A shopping cart icon and a Logout button are also present. Below the navigation bar, the page title is "Checkout". A progress indicator shows four steps: Trolley, Confirmation, Payment (which is currently active and highlighted in blue), and Complete. Below the progress indicator is a green header for "Credit card details". The main content area contains the text "Please enter the details of the credit or debit card to be used for payment." and displays the amount "\$3,120.00". It also shows logos for Mastercard and Visa with the text "We accept Mastercard or Visa:". There are input fields for Cardholder Name, Card Number, Expiry Date (split into MM and YY), and CVN. A blue "Process Payment" button is located at the bottom of the form.

8. An email which includes the receipt will be sent to the Authorisation holder, the log-in user and all responsible officers.

The screenshot shows the same web application interface as above, but the checkout process is complete. The progress indicator now shows "Complete" as the active step. Below the progress indicator is a green header for "Order complete". The main content area contains the text "Your payment has been accepted." and a "Print payment summary" button. It also includes the text "It is important that you print or save your receipt or record the receipt number as proof of your payment." and "A copy of your receipts has been emailed to". Below this is a summary box for the "On-demand booking service fleet band fee" with a receipt icon, the description "Change of fleet band from 6-15 to 31-50", the receipt number "112403664", the amount "\$3,120.00", and a "Download receipt" button. Below the summary box is a "Payment details" section with the following information: Amount: \$3,120.00; Date & time submitted: 28/10/2020 1:26 PM; Card number: 5123 45XX XXXX X346. A blue "Return to my overview" button is located at the bottom of the page.

Direct debit bank account details for authorisation fee payments

Changing the direct debit account details for the authorisation fee payments

1. To change your nominated bank account details for authorisation fee direct debit details, click “Change details”.

The screenshot shows a web interface with a green navigation bar at the top containing 'Overview', 'Profile', 'My Work Details', 'On-demand Transport', 'Vehicles', 'Tools', and 'Help'. On the right of the navigation bar are a shopping cart icon with '0' and a 'Logout' button. Below the navigation bar, the page title is 'On-demand booking services' and a timestamp reads 'The information provided is only current as at 24/03/2021 02:00 PM'. A sub-header reads 'Current booking service authorisation details'. The details listed are: Authorisation number: 1000442, Authorisation holder: FICTITIOUS PTY LTD, Trading as: OLA AUSTRALIA PTY LTD, Issued date: 27/3/2019, Expiry date: 26/4/2021, Status: Active, and Maximum number of vehicles authorised for: Unlimited. There are three blue buttons: 'Select fleet band for renewal', 'Surrender authorisation', and 'Manage business names'. Below this is a section for 'Direct debit bank account details for authorisation fee payments' with the text 'Booking service authorisation fee payments will currently be direct debited from account: Not selected'. A blue button labeled 'Change details' is circled in red.

2. The Change direct debit bank account details page will display. Enter the new bank account details.
Note: changes to direct debit details will take effect on the next business day. If any existing transactions fall due before the next business day, the direct debit will be completed using your current account details.
3. You will then need to read and agree to the direct debit agreement and agree to the terms and conditions that govern direct debit arrangements with the Department of Transport and authorise the direct debit arrangement.

The screenshot shows a form titled 'Direct debit bank account details'. It has a sub-header 'Bank account for booking service authorisation fee payments'. There are four input fields: 'Account name: *', 'BSB number: *' (with a placeholder 'nnn-nnn'), 'Account number: *', and 'Financial institution: *'. Below these is a section 'Request and authority to debit:' with two radio button options. The first option is selected and reads: 'I, JANE CITIZEN on behalf of FICTITIOUS PTY LTD, have read and agree to the terms and conditions governing direct debit arrangements between the Department of Transport and FICTITIOUS PTY LTD as set out in this Request and in the Direct Debit Request Service Agreement On-demand Booking Services - Authorisation.' The second option is 'I authorise the following:' followed by a numbered list: 1. The Department of Transport (User Id: 028423) to arrange for funds to be debited from the above mentioned account through the Bulk Electronic Clearing System (BECS). 2. The Department of Transport to verify the details of the above mentioned account with the Financial Institution. 3. The Financial Institution to release information allowing the Department of Transport to verify the above account details. At the bottom, there are two buttons: 'Update details' (circled in red) and 'Cancel'.

4. Click “Update details”.

5. A message will display with the updated bank details requesting you confirm the changes. Click “Continue”.

Please confirm your changes

Booking services authorisation fee payments will be directly debited from account:

Account name: Fictitious Charlie Brown
BSB number: 066-173
Financial institution: Commonwealth Bank of Australia
Account number: 12345678

NB: The account details above will take effect on the next business day.

If you are satisfied the information is correct then press *Continue*.
If you would like to amend any of the above details then press *Cancel*.

6. A message will display confirming that the direct debit details have been successfully updated, and that a confirmation email has been sent. The email will be sent to the Authorisation holder, the log-in user and all responsible officers.

Representing FICTITIOUS PTY LTD

Overview Profile My Work Details **On-demand Transport** Vehicles Tools Help 1 Logout

On-demand booking services The information provided is only current as at 24/03/2021 02:11 PM

i Direct debit details have been updated successfully and a confirmation email has been sent. ✕

Under Section 39 of the *Transport (Road Passenger Services) Act 2018*, your authorisation as an On-demand Booking Service will expire on the date specified below.

For further information on booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

– Current booking service authorisation details

Authorisation number: 1000442
Authorisation holder: FICTITIOUS PTY LTD

Managing responsible officers in DoTDirect

You can manage your ODBS responsible officers in DoTDirect, this includes changing details such as the responsible officer's position title and contact details. You can also add and delete responsible officers.

NOTE: Each time you add a new responsible officer, a change of responsible officer fee is payable.

Updating responsible officers' details

1. Click "+ Responsible officers' details" to display the list of responsible officers.

The screenshot shows the 'On-demand Transport' section of the DoTDirect interface. The navigation bar includes 'Overview', 'Profile', 'My Work Details', 'On-demand Transport', 'Vehicles', 'Tools', and 'Help'. The main content area displays 'On-demand booking services' with a timestamp 'The information provided is only current as at 24/03/2021 02:13 PM'. Below this, there is a section for 'Current booking service authorisation details' with fields for 'Authorisation number', 'Authorisation holder', 'Trading as', 'Issued date', 'Expiry date', 'Status', and 'Maximum number of vehicles authorised for'. There are also buttons for 'Select fleet band for renewal', 'Surrender authorisation', and 'Manage business names'. At the bottom, there are links for 'Direct debit bank account details for authorisation fee payments' and '+ Responsible officers' details', which is circled in red.

Click "Change details" button for the responsible officer that you want to update the details for.

The screenshot shows the 'Responsible officers' details' section. It includes a header 'Responsible officers' details' and a button '+ Add Responsible Officer'. Below this is a table titled 'List of current responsible officers' with columns for Name, Position title, Email address, Mobile number, Next assessment date, and Actions. The table contains two rows: Jane Citizen (Manager) and John Citizen (Deputy Manager).

Name	Position title	Email address ¹	Mobile number	Next assessment date	Actions
Jane Citizen	Manager	fictitious_charlie.brown@transport.wa.gov.au		11/2/2024	Change details Remove
John Citizen	Deputy Manager	fictitious_jo.delta@transport.wa.gov.au		11/2/2024	Change details Remove

2. Update the information in the field/s that you want to make changes to. The information fields that can be updated are position title, email address, mobile number and electing to receive SMS notifications. The position title and email address fields are mandatory fields.

3. Once the necessary changes have been made click “Update details”

Overview Profile My Work Details On-demand Transport Vehicles Tools Help

Change responsible officer details

Contact details

Please provide us with the following information so that we can update our records.
* Indicates required fields.

Name: Tracy Charles

Position title: * DIRECTOR

Email address: dummy@nothing.com.au

Mobile: 0491570110

Elect to receive SMS notifications and alerts from On-demand Transport

Update details Cancel

4. When the changes have been saved, an information message will briefly display advising that the responsible officer’s contact details have been updated. This information will also be displayed on the ODBS screen.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help

The information provided is only current as at 24/03/2021 02:18 PM

On-demand booking services

Responsible officers contact details have been updated.

Under Section 39 of the *Transport (Road Passenger Services) Act 2018*, your authorisation as an On-demand Booking Service will expire on the date specified below.

For further information on booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

Current booking service authorisation details

Authorisation number: 1000442
Authorisation holder: FICTITIOUS PTY LTD

5. To display the updated responsible officer’s details, Click “+ Responsible officers’ details”.

For further information on booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

Current booking service authorisation details

Authorisation number: 1000060
Authorisation holder: FICTITIOUS TOUR AND TRAVEL
Trading as: FICTITIOUS TRAVEL
Issued date: 11/2/2019
Expiry date: 10/2/2020
Status: Active

Maximum number of vehicles authorised for: 500 vehicles

Direct debit bank account details for authorisation fee payments

Responsible officers' details

6. The list of responsible officers with their current details will now display.

Responsible officers' details

To request a new Responsible Officer be added, to act on behalf of an On-demand Transport booking service, click on the following: [Add Responsible Officer](#)

List of current responsible officers					
Name	Position title	Email address ¹	Mobile number	Next assessment date	Actions
Jane Citizen	Director	new_fictitious_charlie.brown@transport.wa.gov.au		11/2/2024	Change details Remove
John Citizen	Deputy Manager	fictitious_jo.delta@transport.wa.gov.au		11/2/2024	Change details Remove

Adding a responsible officer

A new responsible officer can be added to an ODBS authorisation. Please note, each time you add a new responsible officer, a change of responsible officer fee is payable.

1. Click “+ Responsible officer’s details” to display the current list of responsible officers.

The screenshot shows the 'On-demand booking services' page. The navigation bar includes 'Overview', 'Profile', 'My Work Details', 'On-demand Transport', 'Vehicles', 'Tools', and 'Help'. The page title is 'On-demand booking services' and the information is current as of 24/03/2021 03:05 PM. The page contains several sections: 'Current booking service authorisation details' (with sub-sections for Authorisation number, holder, trading as, issued date, expiry date, status, and maximum number of vehicles), 'Direct debit bank account details for authorisation fee payments', and 'Responsible officers' details' (highlighted with a red circle). There are also buttons for 'Select fleet band for renewal', 'Surrender authorisation', and 'Manage business names'.

2. Click “Apply to add a new Responsible Officer”.

The screenshot shows the 'On-demand booking services' page. The navigation bar is the same as in the previous screenshot. The page title is 'On-demand booking services' and the information is current as of 24/03/2021 03:05 PM. The page contains several sections: 'Current booking service authorisation details', 'Direct debit bank account details for authorisation fee payments', and 'Responsible officers' details' (expanded). The 'Responsible officers' details section shows a table with columns: Name, Position title, Email address¹, Mobile number, Next assessment date, and Actions. A blue button labeled '+ Add Responsible Officer' is highlighted with a red circle.

3. Download the statement of authority form to nominate the new responsible officer.

4. Fill in the personal details of the new responsible officer.

Booking service authorisation number: **1000004**

Responsible officer

To be an authorised booking service, you must nominate at least one responsible officer who is deemed to be the representative of your booking service. This person must be directly involved in the day to day management. For further information refer to the [On-demand booking services](#) page on the Department of Transport website. Please note it is a requirement to have at least one responsible officer who resides in Western Australia.

The Statement of Authority template below is to be completed and uploaded to nominate a Responsible Officer to act on behalf of an On-demand Transport booking service.

[Download statement of authority from here](#)

New responsible officer details

First name: Other names: Surname: *

Date of birth: * Driver's Licence number:

Position title: *

Contact details

Residential address *

Unit/street number and street name: *

Suburb: *

Postcode: * State: *

Email address: *

Confirm email address: *

Mobile number: Elect to receive SMS notifications and alerts from On-demand Transport

5. Respond to the three suitability questions below. If the answer to any of the questions is Yes, a space will display for additional information to be provided.
6. Upload an NPC for the responsible officer. The NPC must be less than three months old at the time that the application is submitted.
7. Upload proof of identity and residency for the responsible officer. Please refer to the Department of Transport website: www.transport.wa.gov.au/ODBSHome
8. Upload the Statement of Authority for Responsible Officer form.

Suitability

For a list of disqualification offences, please refer to the [On-demand booking services](#) page on the Department of Transport website.

1. Is the nominated Responsible Officer currently charged with a disqualification offence? * Yes No

2. Has the nominated Responsible Officer been convicted of a disqualification offence? * Yes No

3. Has the nominated Responsible Officer previously been the holder of an authorisation to provide an on-demand booking service, or of an equivalent authorisation in another State or a Territory, that has been cancelled? * Yes No

National police clearance

A National Police Clearance must be provided and must be less than 3 months old at the time of submission.

Select a document to upload: *

Document name:

Proof of Identification and residency

Proof of identity and residency is required to be provided. For full details on the documents that can be provided to meet this requirement please refer to the [On-demand booking services](#) page on the Department of Transport website.

Select a document to upload: *

Document name:

Statement of Authority for Responsible Officer

The Statement of Authority is to be uploaded to nominate a Responsible Officer to act on behalf of an On-demand Transport booking service.

Select a document to upload: *

9. Agree to the privacy statement by ticking "I have read and understood the privacy statement outlined above."

- The Declaration of acknowledgment is then required to be completed by ticking the statements listed.
- After the privacy statement and declaration of acknowledgement have been ticked, click “Pay Now”.

Privacy Statement

The Department of Transport is committed to protecting the privacy of your personal information in accordance with the *Transport (Road Passenger Services) Act 2018* and subsidiary regulations.

Information supplied in this application will only be used by officers of the Department of Transport to assess the Responsible Officers' eligibility and suitability and may be disclosed to third parties for the purpose of confirming information provided in this application.

Information pertaining to the status of your Booking Service Authorisation will be published on the Department of Transport website in the interest of the public.

I have read and understood the privacy statement outlined above.

Declaration of acknowledgement

It is a serious criminal offence to make a false or misleading statement in connection with an application to add a new Responsible Officer to an authorisation.

I certify the information provided in this application is true and correct.

I understand that any statement or misrepresentation that I have made in this application which I know to be false is an offence under the *Transport (Road Passenger Services) Act 2018*.

I have authority to act on behalf of AUTOMOBILIA .CO AUS.

Amount:

- You will now arrive at the “Checkout” page and will need to pay the On-demand booking service authorisation change of responsible officer fee. Click “Next”.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help Logout

Checkout

Trolley Confirmation Payment Complete

Your trolley

Note: You can only select a maximum of 20 payments to process at once. There is also a maximum total of \$20,000.00 that can be made in one payment.

Some payments require further information to be provided e.g. the period you would like to renew your vehicle licence for. The payment wizard will take you through the process to enter any mandatory information required for payments.

You have 1 item(s) in your trolley. View as: [List] [Grid] [Table]

[Remove all items](#)

On-demand booking service authorisation change of responsible officer fee Remove from trolley

Authorisation number: 1000060

Payment due: 16/2/2019

Amount: \$

Total:

13. Confirm that you have reviewed the payment item and select the “I have reviewed the above items and confirm that all information shown is correct” and click “Proceed to payment”.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help Logout

Checkout

Trolley Confirmation Payment Complete

Confirm

Please review your items and select *Proceed to payment* to confirm or *Back* to make changes.

On-demand booking service authorisation change of responsible officer fee Authorisation number: 1000060	Amount \$100.00
---	--------------------

I have reviewed the above items and confirm that all information shown is correct.

Back Proceed to payment

14. Enter your credit card details and Click “Process Payment”

Overview Profile My Work Details On-demand Transport Vehicles Tools Help Logout

Checkout

Trolley Confirmation Payment Complete

Credit card details

Please enter the details of the credit or debit card to be used for payment.

Amount \$100.00

We accept Mastercard or Visa.  

Cardholder Name

Card Number

Expiry Date

CVN

Process Payment

15. Once the payment has been processed a receipt will be available for you to download. Click the “Download receipt” if you wish to save or print a copy of your receipt.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help Logout

Checkout

Trolley Confirmation Payment Complete

Order complete

Your payment has been accepted.  Print payment summary

It is important that you print or save your receipt or record the receipt number as proof of your payment.

A copy of your receipts has been emailed to `fictitious_charlie.brown@transport.wa.gov.au`.

On-demand booking service authorisation change of responsible officer fee Authorisation number: 1000060 Receipt #: 98243263	Amount \$100.00	 Download receipt
--	--------------------	--

Payment details

Amount:	\$100.00
Date & time submitted:	11/2/2019 3:15 PM
Card number:	5353 16XX XXXX X815

16. The following receipt will be provided.



Government of **Western Australia**
Department of **Transport**

ABN 27 285 643 255

On-demand Booking Service Change of Responsible Officer Fee Payment Receipt

Receipt Details

Receipt Number: **98243263**
Account Number: 011076990315
Tax Invoice Issue Date: 11/02/2019
Applicant: FICTITIOUS TOUR AND TRAVEL
Customer Number: 7903789
Authorisation number: 1000060
Request number: 1000020 for FICTITIOUS DAVID BROWN
Payment Description: ON-DEMAND TRANSPORT BOOKING SERVICE CHANGE OF RESPONSIBLE OFFICER FEE

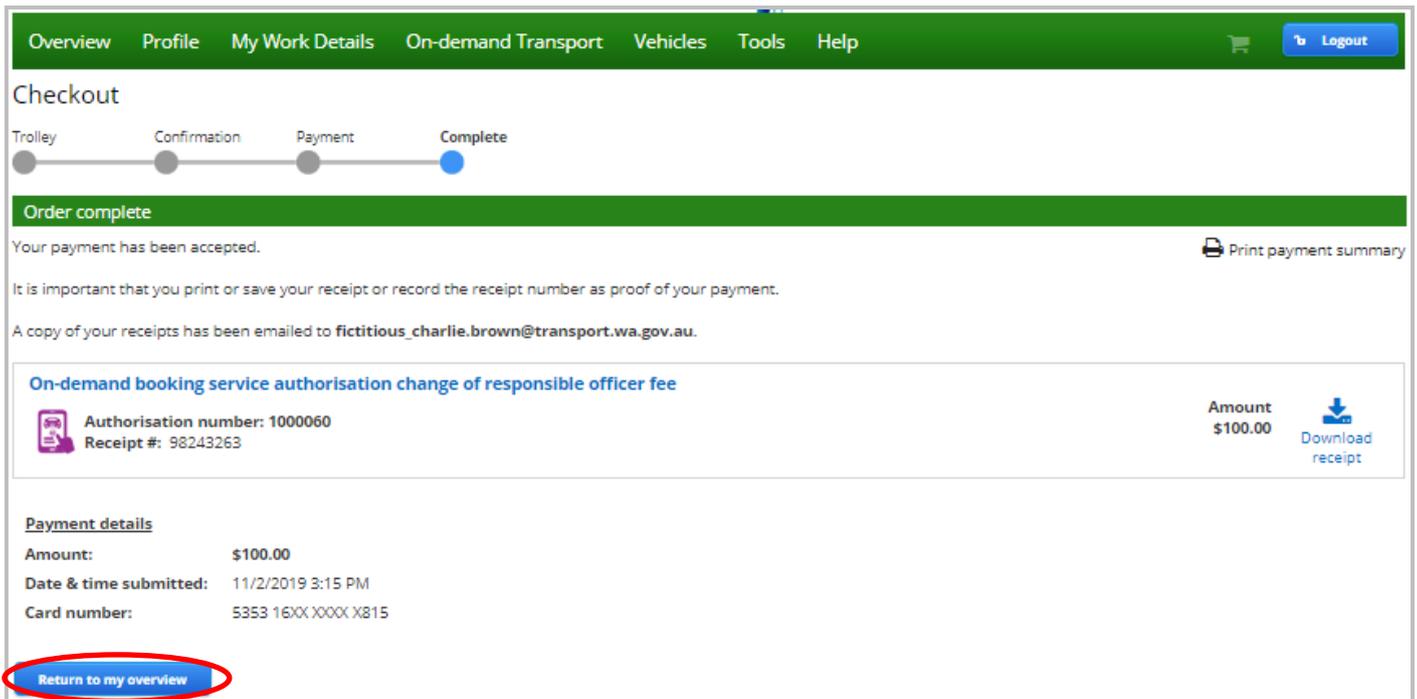
Payment Details

Fee:	\$100.00
Total:	\$100.00

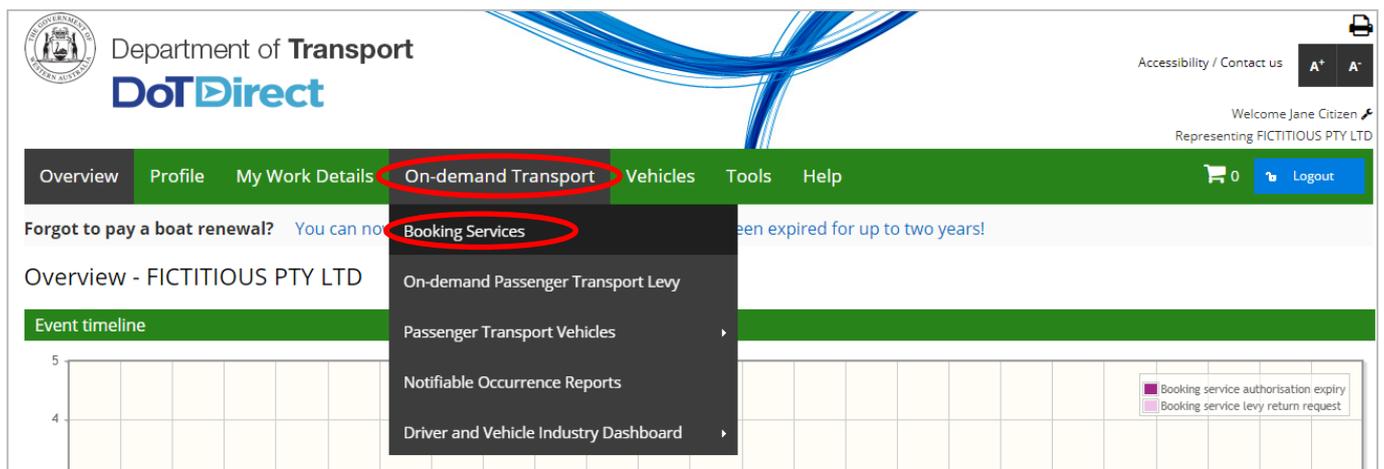
Notes

It is important that you print this page or record the receipt number(s) as proof of your payment. You may be asked to provide your receipt details should you have an enquiry regarding this payment.

17. You can now return to your DoTDirect account overview by clicking “Return to my overview”.



18. Your account overview will now display. If you would like to view the status of your responsible officer/s click on the “On-demand Transport” menu and select “Booking Services” from the drop-down list.



19. Click “+ Responsible officers’ details” to display the status of responsible officers.

Overview Profile My Work Details **On-demand Transport** Vehicles Tools Help 0 Logout

On-demand booking services The information provided is only current as at 24/03/2021 06:00 PM

Under Section 39 of the *Transport (Road Passenger Services) Act 2018*, your authorisation as an On-demand Booking Service will expire on the date specified below.

For further information on booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

Current booking service authorisation details

Authorisation number: 1000442
 Authorisation holder: FICTITIOUS PTY LTD
 Trading as:
 Issued date: 27/3/2019
 Expiry date: 26/4/2021
 Status: Active
 Maximum number of vehicles authorised for: Unlimited

To renew your booking service authorisation with a different fleet band than your current authorisation, please click here [Select fleet band for renewal](#)

Note: Selecting a new fleet band for renewal does not change the number of vehicles you are authorised for under your current booking service authorisation

To surrender your current booking service authorisation, please click here [Surrender authorisation](#)

To manage the business names registered to your current booking service authorisation, please click here [Manage business names](#)

Direct debit bank account details for authorisation fee payments

Responsible officers' details

To request a new Responsible Officer be added, to act on behalf of an On-demand booking service, please click here [Add Responsible Officer](#)

List of current responsible officers					
Name	Position title	Email address ¹	Mobile number	Next assessment date	Actions
Tracy Charles	CEO	dummy@nothing.com.au	0491570110	27/3/2024	Change details Remove

List of pending new responsible officer requests				
Name	Position title	Email address ¹	Mobile number	Status
Jane Citizen	Director	donotreply@transport.wa.gov.au		Pending

¹ Communications from On-demand Transport in relation to the Booking Service Authorisation will be sent to the specified email address(es).
 SMS alerts from On-demand Transport in relation to the Booking Service Authorisation may be sent to the specified mobile number.

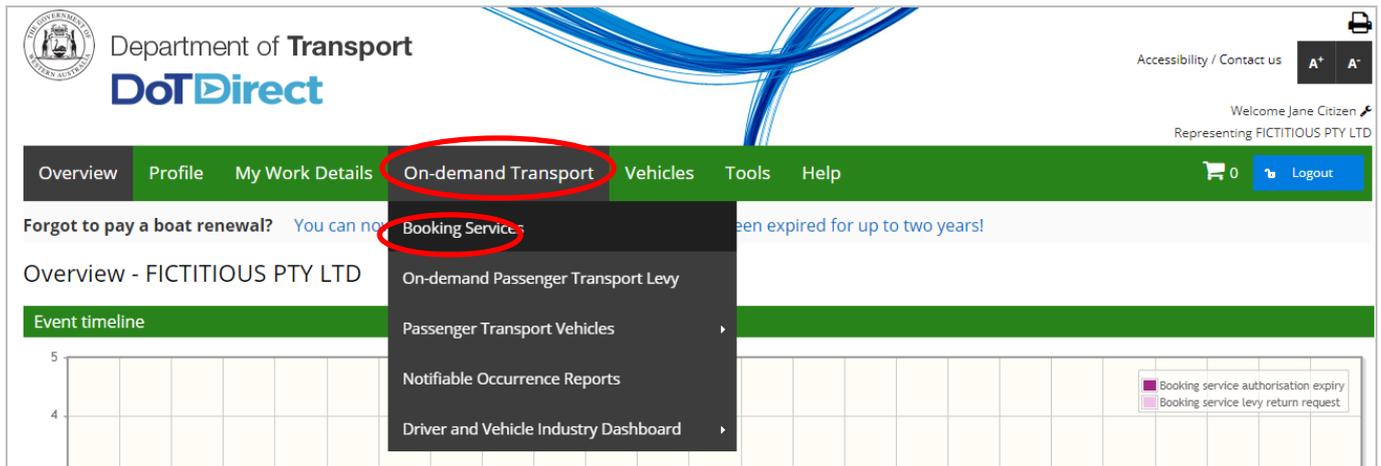
20. The newly nominated responsible officer will display under the “List of pending new responsible officer requests” with a status of “Pending”. Notification will be provided of the outcome of the assessment of the new nominated responsible officer once the assessment has been completed.

Removing a responsible officer

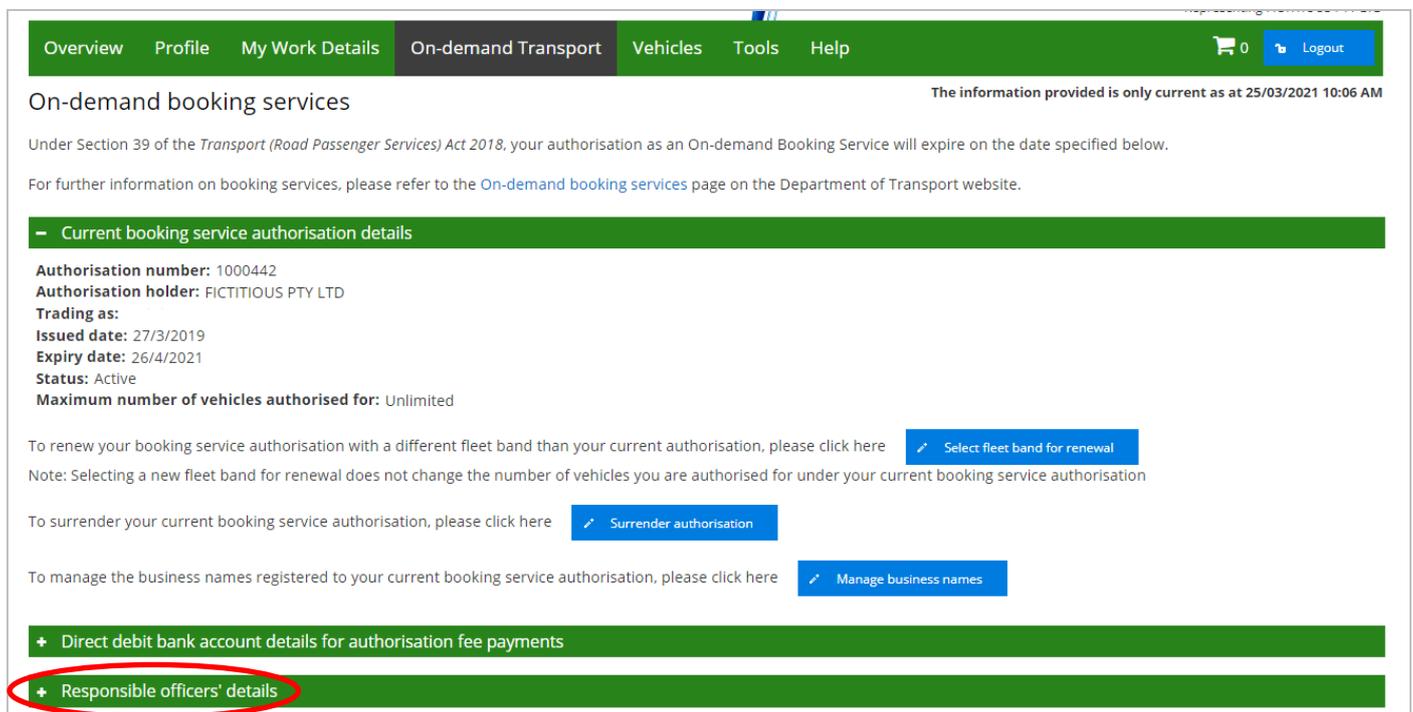
A responsible officer can be removed from an ODBS authorisation. You will not be able to remove a responsible officer if the officer you are attempting to remove is the only responsible officer or is the only existing or last remaining responsible officer who resides in Western Australia. In this situation, you must add a new responsible officer who needs to be assessed and approved prior to removing the existing responsible officer.

Adding a new responsible officer will incur the change of responsible officer fee. There is no fee for removing a responsible officer.

1. To remove a responsible officer, click on the "On-demand Transport" menu and select "Booking Services" from the drop-down list.



2. Click "+ Responsible officer's details" to display the status of responsible officers.



- Click "Remove" for the applicable responsible officer you wish to remove from your ODBS authorisation.

Responsible officers' details

To request a new Responsible Officer be added, to act on behalf of an On-demand booking service, please click here [+ Add Responsible Officer](#)

List of current responsible officers					
Name	Position title	Email address ¹	Mobile number	Next assessment date	Actions
Tracy Charles	CEO	dummy@nothing.com.au	0491570110	27/3/2024	Change details Remove
Jane Citizen	Director	donotreply@transport.wa.gov.au		25/3/2026	Change details Remove

¹ Communications from On-demand Transport in relation to the Booking Service Authorisation will be sent to the specified email address(es).
 SMS alerts from On-demand Transport in relation to the Booking Service Authorisation may be sent to the specified mobile number.

- A message will display asking you to confirm that you are sure you want to remove the responsible officer. If you wish to continue click "Yes"

This Responsible Officer will be removed. Are you sure?

[x No](#) [Yes →](#)

- When "Yes" is selected the responsible officer will be removed from your ODBS authorisation.

NOTE: When there is only one responsible officer or no remaining responsible officers that reside in Western Australia, you will not be able to remove the responsible officer and the following error message will be displayed.

This Responsible Officer cannot be removed from the Authorisation. There must be at least one Responsible Officer, who resides in Western Australia associated to your Authorisation at all times. Please nominate a new Responsible Officer who meets the eligibility requirements. The new Responsible Officer must be assessed and approved by the Department of Transport prior to removing this Responsible Officer. Fees apply.

Managing registered business names in DoTDirect.

1. To add or remove a registered business name associated to your ODBS select “Manage business names”.

representing FICTITIOUS PTY LTD

Overview Profile My Work Details On-demand Transport Vehicles Tools Help 0 Logout

On-demand booking services The information provided is only current as at 25/03/2021 10:10 AM

Under Section 39 of the *Transport (Road Passenger Services) Act 2018*, your authorisation as an On-demand Booking Service will expire on the date specified below.

For further information on booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

Current booking service authorisation details

Authorisation number: 1000442
Authorisation holder: FICTITIOUS PTY LTD
Trading as:
Issued date: 27/3/2019
Expiry date: 26/4/2021
Status: Active
Maximum number of vehicles authorised for: Unlimited

To renew your booking service authorisation with a different fleet band than your current authorisation, please click here [Select fleet band for renewal](#)

Note: Selecting a new fleet band for renewal does not change the number of vehicles you are authorised for under your current booking service authorisation

To surrender your current booking service authorisation, please click here [Surrender authorisation](#)

To manage the business names registered to your current booking service authorisation, please click here [Manage business names](#)

2. A list of registered business names associated to your organisation will be displayed. If the business name is not listed, please contact On-demand Transport on 1300 660 147 to arrange to have the business added.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help 0 Logout

Manage business names details

Manage business details

Trading as:

- RIDGE LIGHT CHARTER SERVICES
- RIDGE LIGHT CLEANING SERVICES
- RIDGE LIGHT LAUNDRY SERVICES
- RIDGE LIGHT LIMOS
- RIDGE LIGHT TAXIS

[Update details](#) [Cancel](#)

3. Click on the applicable business names that you would like to have added to your ODBS authorisation. Leave the tick boxes blank for any of the business names you do not want to add to your ODBS authorisation. Once your selection is complete, select “Update details”

Overview Profile My Work Details On-demand Transport Vehicles Tools Help 0 Logout

Manage business names details

Manage business details

Trading as:

- RIDGE LIGHT CHARTER SERVICES
- RIDGE LIGHT CLEANING SERVICES
- RIDGE LIGHT LAUNDRY SERVICES
- RIDGE LIGHT LIMOS
- RIDGE LIGHT TAXIS

[Update details](#) [Cancel](#)

4. A confirmation message will be displayed. Select “continue” if you wish to complete the process to add the new business name(s).

Please confirm your changes

Please confirm your changes to the business name(s).

If you are satisfied the information is correct then press *Continue*.
If you would like to amend any of the above details then press *Cancel*.

✕ Cancel ➔ Continue

5. The added business names will now be displayed under your current booking service authorisation details.

For further information on booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

– Current booking service authorisation details

Authorisation number: 1000129
Authorisation holder: RIDGE LIGHT PTY LTD
Trading as: RIDGE LIGHT CHARTER SERVICES, RIDGE LIGHT LIMOS, RIDGE LIGHT TAXIS
Issued date: 19/3/2019
Expiry date: 18/3/2020
Status: Active

Maximum number of vehicles authorised for: 30 vehicles
To change the fleet size band (i.e. the maximum number of vehicles) on your booking service, please click here [Change fleet size band](#)

[Surrender](#) [Manage business names](#)

+ Direct debit bank account details for authorisation fee payments

+ Responsible officers' details

6. To remove a business name that is currently associated to your ODBS authorisation select “Manage business names”

For further information on booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

– Current booking service authorisation details

Authorisation number: 1000129
Authorisation holder: RIDGE LIGHT PTY LTD
Trading as: RIDGE LIGHT CHARTER SERVICES, RIDGE LIGHT LIMOS, RIDGE LIGHT TAXIS
Issued date: 19/3/2019
Expiry date: 18/3/2020
Status: Active

Maximum number of vehicles authorised for: 30 vehicles
To change the fleet size band (i.e. the maximum number of vehicles) on your booking service, please click here [Change fleet size band](#)

[Surrender](#) [Manage business names](#)

+ Direct debit bank account details for authorisation fee payments

+ Responsible officers' details

7. Untick the applicable business names that you want to remove from your ODBS authorisation and select “Update details”.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help 0 Logout

Manage business names details

Manage business details

Trading as:

- RIDGE LIGHT CHARTER SERVICES
- RIDGE LIGHT CLEANING SERVICES
- RIDGE LIGHT LAUNDRY SERVICES
- RIDGE LIGHT LIMOS
- RIDGE LIGHT TAXIS

Update details Cancel

8. A confirmation message will be displayed. Select “continue” if you wish to complete the process to remove an existing business name(s).

Please confirm your changes

Please confirm your changes to the business name(s).

If you are satisfied the information is correct then press *Continue*.
If you would like to amend any of the above details then press *Cancel*.

Cancel Continue

9. The removed business names no longer be displayed under your current ODBS authorisation details.

For further information on booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

Current booking service authorisation details

Authorisation number: 1000129
Authorisation holder: RIDGE LIGHT PTY LTD
Trading as: RIDGE LIGHT CHARTER SERVICES
Issued date: 19/3/2019
Expiry date: 18/3/2020
Status: Active

Maximum number of vehicles authorised for: 30 vehicles
To change the fleet size band (i.e. the maximum number of vehicles) on your booking service, please click here [Change fleet size band](#)

Surrender Manage business names

+ Direct debit bank account details for authorisation fee payments

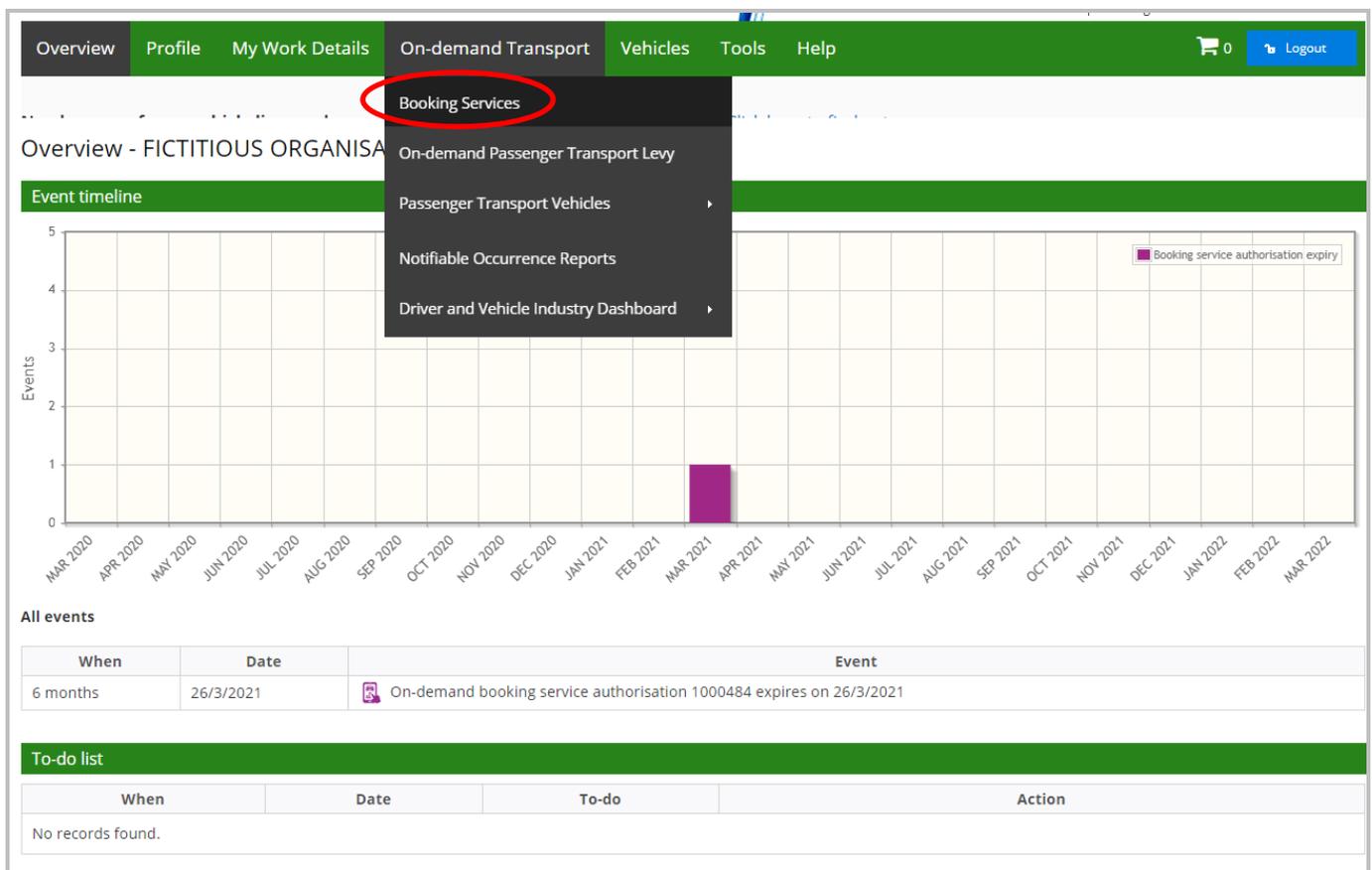
+ Responsible officers' details

Surrendering an ODBS authorisation in DoTDirect

1. Select the DoTDirect profile for the booking service for which you want to surrender the authorisation.



2. Select 'Booking Services' under the On-demand Transport header in DoTDirect



3. On the overview page, under the 'Current booking service authorisation details' section, select 'Surrender authorisation'.

The screenshot shows the Department of Transport DoT Direct website. The user is logged in as John Citizen, representing FICTITIOUS ORGANISATION PTY LTD. The navigation menu includes Overview, Profile, My Work Details, On-demand Transport, Vehicles, Tools, and Help. The 'On-demand Transport' menu item is selected. The page title is 'On-demand booking services'. Below the title, there is a warning that the information is current as of 25/09/2020 01:47 PM. The main content area is titled 'Current booking service authorisation details' and lists the following information: Authorisation number: 1000484, Authorisation holder: FICTITIOUS ORGANISATION PTY LTD, Trading as: (blank), Issued date: 27/3/2019, Expiry date: 26/3/2021, Status: Active, and Maximum number of vehicles authorised for: 150 vehicles. Below this information, there are two buttons: 'Surrender authorisation' (circled in red) and 'Manage business names'.

4. Confirm that you wish to surrender the On-demand Booking Service authorisation.

The screenshot shows a confirmation dialog box with a yellow warning icon. The text inside the dialog box reads: 'This Authorisation will be surrendered. Are you sure?'. Below the text are two buttons: 'No' and 'Yes'. The 'Yes' button is circled in red.

5. The authorisation has been surrendered.

The screenshot shows the Department of Transport DoT Direct website after the authorisation has been surrendered. The user is still logged in as John Citizen. The navigation menu is the same as in the previous screenshot. The page title is 'On-demand booking services'. Below the title, there is a warning that the information is current as of 25/09/2020 01:48 PM. A blue information banner at the top of the main content area reads: 'Authorisation has been surrendered.' Below the banner, there is a paragraph of text: 'An on-demand booking service is a service that facilitates a connection between an intended passenger and a driver and vehicle for an on-demand passenger transport service. To become authorised you must apply for a booking service authorisation, application fees apply. For further information and application requirements for booking services, please refer to the On-demand booking services page on the Department of Transport website.' At the bottom of the main content area, there is a blue button that reads: 'Apply for a booking service authorisation'.

As soon as the authorisation is surrendered the ODBS will be removed from the published list of authorised ODBS providers and access to the Driver and Vehicle Industry Dashboard will be removed.

The authorisation holder and responsible officers will be notified that the authorisation has been surrendered.