



Department of  
Transport

# User Guide

# Notifiable Occurrences and Alleged Driver Conduct reports

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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, tourism passenger transport and regular passenger transport services.

Certain incidents and alleged driver conduct are required to be reported to the Department of Transport (DoT) to facilitate the monitoring of safety and causes of incidents in the passenger transport industry.

Notifiable occurrences are incidents of a serious nature that involve, or have the potential to result in injury, violence or abuse of a person.

## What is a notifiable occurrence report?

A notifiable occurrence report is a report submitted online by an authorised on-demand booking service (ODBS) and/or passenger transport driver that is required to be made in order to notify the DoT and/or the Western Australian Police of certain incidents. The report must be made online via the ODBS's DoT Direct account as soon as practicable after the ODBS or driver becomes aware of the notifiable occurrence.

Notifiable occurrences include:

- an incident involving the vehicle being used to provide a passenger transport service that must be reported to the police under the *Road Traffic Act 1974* section 56 – this means any traffic crash where there was injury to a person, or more than \$3,000 property damage
- an accident or incident involving a vehicle being used to provide a passenger transport service that results in -
  - an injury that is treated by an ambulance officer; or
  - an injured person being treated at a hospital;
- a collision involving a vehicle being used to provide a passenger transport service that results in damage to the vehicle that is sufficient to prevent the completion of the journey in that vehicle;
- a mechanical or other fault in a vehicle being used to provide a passenger transport service that renders the vehicle unsuitable to be used to provide a passenger transport service without substantial or significant mechanical repairs or services;
- an incident involving a driver or a passenger of a vehicle being used to provide a passenger transport service that results in a complaint to the police involving allegations of -
  - sexual assault; or
  - indecent exposure; or
  - assault; or
  - physical threats or other intimidation;
- an incident involving the conduct of a driver while driving a vehicle being used to provide a passenger transport service that results in the driver being charged with a [serious offence](#);

- an incident involving -
  - the misplacement of a visual, audiovisual or audio recording from a camera surveillance unit installed in a passenger transport vehicle; or
  - the use in contravention of regulation 111 of a visual, audiovisual or audio recording from a camera surveillance unit fitted in a passenger transport vehicle; or
  - the viewing, downloading, copying, playing, editing or erasing of a visual, audiovisual or audio recording in contravention of regulation 113.

## What is an alleged driver conduct report?

An alleged driver conduct report is a report made by an authorised ODBS to notify DoT of allegations that a driver of an on-demand passenger transport vehicle was engaged in conduct that would affect the driver's suitability to drive in the on-demand transport industry. Alleged driver conduct reports must be made within 48 hours of the ODBS becoming aware of the alleged conduct.

The report is made online via the ODBS's DoTDirect account. It must contain the details of any driver that has (or is alleged to have) engaged in any conduct or omission which a reasonable person would consider affecting their suitability to be an authorised driver. This includes information pertaining to either their character or adherence to road safety principles.

## Who can make a report?

### Notifiable occurrence reports

Authorised ODBSs and authorised passenger transport drivers have a responsibility to submit notifiable occurrence reports – this must be completed through their DoTDirect account. All authorised ODBSs are required to also keep a register of all notifiable occurrences they become aware of.

### Alleged driver conduct reports

Authorised ODBSs have a responsibility to submit alleged driver conduct reports and must submit these through their DoTDirect account.

# Passenger transport drivers

## How to report a notifiable occurrence

1. Log in to your DoTDirect account
2. Click on 'On-demand Transport' in the header and then click 'Notifiable Occurrence Reports' in the drop-down menu.

The screenshot shows the DoTDirect user interface. The user is logged in as Aaron Smith. The navigation menu includes 'Overview', 'Profile', 'Driver's Licence', 'On-demand Transport', 'Vehicles', 'Marine', 'Tools', and 'Help'. The 'On-demand Transport' menu is open, showing options: 'Booking Services', 'On-demand Passenger Transport Levy', 'Passenger Transport Vehicles', 'Passenger Transport Drivers', and 'Notifiable Occurrence Reports'. The 'Notifiable Occurrence Reports' option is highlighted. Below the menu, there is an 'Event timeline' showing a calendar from July 2020 to April 2021. A 'To-do list' table is visible, with one item: 'Overdue!' on 10/7/2020, 'The licence renewal account for Jeep 1EEE065 is available for payment.' Below the to-do list, there are sections for 'Driver's licence' and 'Vehicles'. The 'Driver's licence' section shows: 'Driver's licence number: 4183616', 'Issued in Western Australia: 16/6/1997', 'Status: Active', 'Class: Car (C)', and 'Expires: 15/6/2023'. The 'Vehicles' section shows: 'Total vehicles: 2', 'Expired: 1', 'Motor cars: 2', and 'Expiring soon: 0'.

3. Select the 'Make report' button.

The screenshot shows the 'Notifiable Occurrence Reports' page in the DoTDirect user interface. The user is logged in as Aaron Smith. The navigation menu includes 'Overview', 'Profile', 'Driver's Licence', 'On-demand Transport', 'Vehicles', 'Marine', 'Tools', and 'Help'. The 'On-demand Transport' menu is selected. The page title is 'Notifiable Occurrence Reports'. Below the title, there is a section for 'Notifiable Occurrences' with the following text: 'Notifiable occurrences must be reported as soon as practicable after the provider of an on-demand booking service or driver of a passenger transport vehicle becomes aware of such an occurrence.' 'Click the 'Make report' button to report the occurrence to the Department of Transport.' 'Not reporting a 'notifiable occurrence' is an offence under regulation 105 of the *Transport (Road Passenger Services) Regulations 2020* (the 'Regulations').' Below the text, there is a 'Make report' button. Below the button, there is a section for 'Reports submitted in the last three months' with a table. The table has the following columns: 'Report number', 'Date submitted', 'Report type', 'Incident datetime', 'Licence plate', 'Driver's licence', and 'Category'. The table is currently empty, with the text 'No reports submitted recently.' below it.

#### 4. Complete the details of the incident.

- Fields marked with an asterisk (\*) must be completed.
- Be as accurate with the location as you can.
- 'Full description of incident' field – provide a clear and complete description of the circumstances and outcomes of the occurrence based on the information available at the time of completing this report. Include a description of the chain of events and specific information appropriate to the occurrence such as details of the driver, the vehicle, and other relevant information.
- Select 'Next' once complete.

### Make a report

Details      Category      Response      Review and confirm

#### Details of the incident

When did it happen: \*

When did you become aware of the incident: \*

**Report to the Western Australian (WA) Police Force**  
If the incident was reported to the Police, please provide the following details:

Date / Time reported:

WA Police report number:

**Where did the incident occur**

Street: \*

Suburb: \*

Postcode: \*

State:

Licence plate: \*       Confirm licence plate:

Driver's licence number:       Confirm driver's licence number:

**Association arrangement**  
If the incident involved a service provided under an association arrangement, what is the name of the associated booking service?

Booking service name:

Booking reference:

Video and/or audio recording available: \*  Yes  No

Full description of incident: \*

3971 characters remaining.

5. Select the incident category that best matches the incident and select 'Next'.

The screenshot shows the 'Incident category' step of a report-making process. At the top, there is a navigation bar with 'Overview', 'Profile', 'Driver's Licence', 'On-demand Transport' (highlighted), 'Vehicles', 'Marine', 'Tools', and 'Help'. A progress indicator shows four steps: 'Details', 'Category' (current), 'Response', and 'Review and confirm'. Below the progress bar, the heading 'Incident category' is followed by the instruction: 'Select the category that best matches the incident you are reporting:'. There are eight radio button options:
 

- Vehicle accident: Trip was completed and no ambulance or hospital treatment required.
- Vehicle accident: Trip was unable to be completed, no ambulance or hospital treatment required.
- Vehicle accident resulting in ambulance or hospital treatment required.
- Vehicle unable to be used due to mechanical failure.
- Misuse of Camera Surveillance Unit device or recording.
- Complaint made to police about passenger behaviour (e.g. physical or sexual assault, intimidation).
- Complaint made to police about driver behaviour (e.g. physical or sexual assault, intimidation).
- Driver charged by police with serious offence related to conduct while driving.

 At the bottom, there are three buttons: 'Back', 'Cancel', and 'Next'.

6. Describe any factors contributing to the incident and follow-up actions taken after the incident. Click 'Next'.

The screenshot shows the 'Response' step of the report-making process. The navigation bar and progress indicator are the same as in the previous screenshot, but the 'Response' step is now highlighted. The heading 'Response' is followed by two sections:
 

- Description of factors contributing to the incident \***: A text area for describing factors that may have contributed to the incident. Below the text area, it says '960 characters remaining.'
- Description of follow-up actions taken after incident \***: A list of bullet points:
  - Describe actions taken to ensure that the same type of incident doesn't happen again.
  - What action has been taken with respect to the driver/vehicle/passenger?
  - Has driver history been reviewed to identify any patterns which may be relevant?
  - If a mechanical issue was involved, have vehicle maintenance records been reviewed?
  - Have relevant parts of your safety management system been reviewed to determine whether any changes are required to reduce future risks?
 Below this list is another text area for describing follow-up actions. Below the text area, it says '959 characters remaining.'

 At the bottom, there are three buttons: 'Back', 'Cancel', and 'Next'.

7. Review the information you have entered to ensure it is accurate and select 'Submit report'

Overview Profile Driver's Licence On-demand Transport Vehicles Marine Tools Help

Make a report

Details Category Response Review and confirm

Please review the details of the report

Type of report: Notifiable Occurrences Report  
Category: Vehicle accident: Trip was completed and no ambulance or hospital treatment required.  
When did it happen: 17/8/2020 12:00 AM  
When did you become aware of the incident: 17/8/2020 5:00 AM

Report to the Western Australian (WA) Police Force  
Date / Time reported: 12/8/2020 12:00 AM  
WA Police report number: 1234567

Where did the incident occur  
Street: 123 Fiction Street  
Suburb: PERTH  
Postcode: 6000  
State: Western Australia

Licence plate: 1ABC123  
Driver's licence number: 1234567

Association arrangement  
Booking service name: ODBS

Booking reference: BN111111  
Video and/or audio recording available: Yes  
Full description of incident: Example of the incident text.  
Factors contributing to the incident: Example of the contributing factors here  
Follow-up actions taken after the incident: Description of the follow-up actions here

← Back × Cancel Submit report →

8. Confirm you would like to submit the report by selecting 'Yes' or 'No'.

Police Force

12/8/2020 12:00 AM

1234567

1ABC123

1234567

ODBS

⚠ Please confirm the submission of the 'Notifiable Occurrences Report'

× No Yes →

9. The final screen will confirm that the report has been submitted. The details of any reports submitted by the driver within the last three months will be displayed at the bottom of the screen.

Department of Transport  
**DoTDirect**

Accessibility / Contact us A+ A-  
Welcome Aaron Smith

Overview Profile Driver's Licence **On-demand Transport** Vehicles Marine Tools Help 0 Logout

### Notifiable Occurrence Reports

The information provided is only current as at 26/08/2020 03:11 PM

**Notifiable Occurrences Report has been submitted.**

**Notifiable Occurrences**

Notifiable occurrences must be reported as soon as practicable after the provider of an on-demand booking service or driver of a passenger transport vehicle becomes aware of such an occurrence.

Click the 'Make report' button to report the occurrence to the Department of Transport.

Not reporting a 'notifiable occurrence' is an offence under regulation 105 of the *Transport (Road Passenger Services) Regulations 2020* (the 'Regulations').

Make report

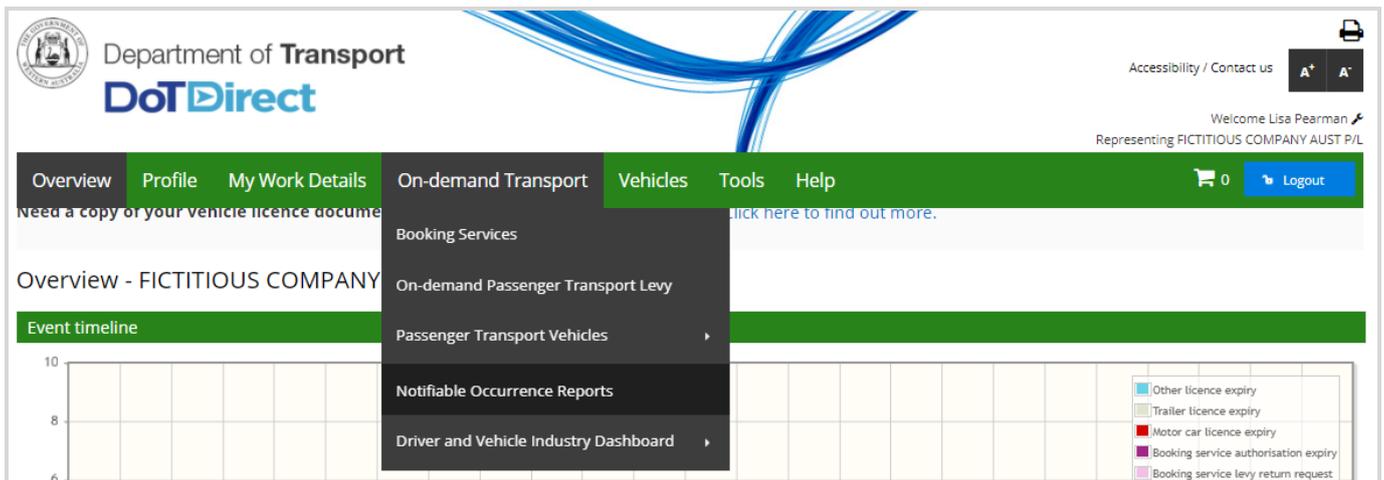
**Reports submitted in the last three months**

Report number	Date submitted	Report type	Incident datetime	Licence plate	Driver's licence	Category
131468	26/8/2020 3:11 PM	Notifiable Occurrences Report	17/8/2020 12:00 AM	1ABC123	1234567	Vehicle Accident: Minor

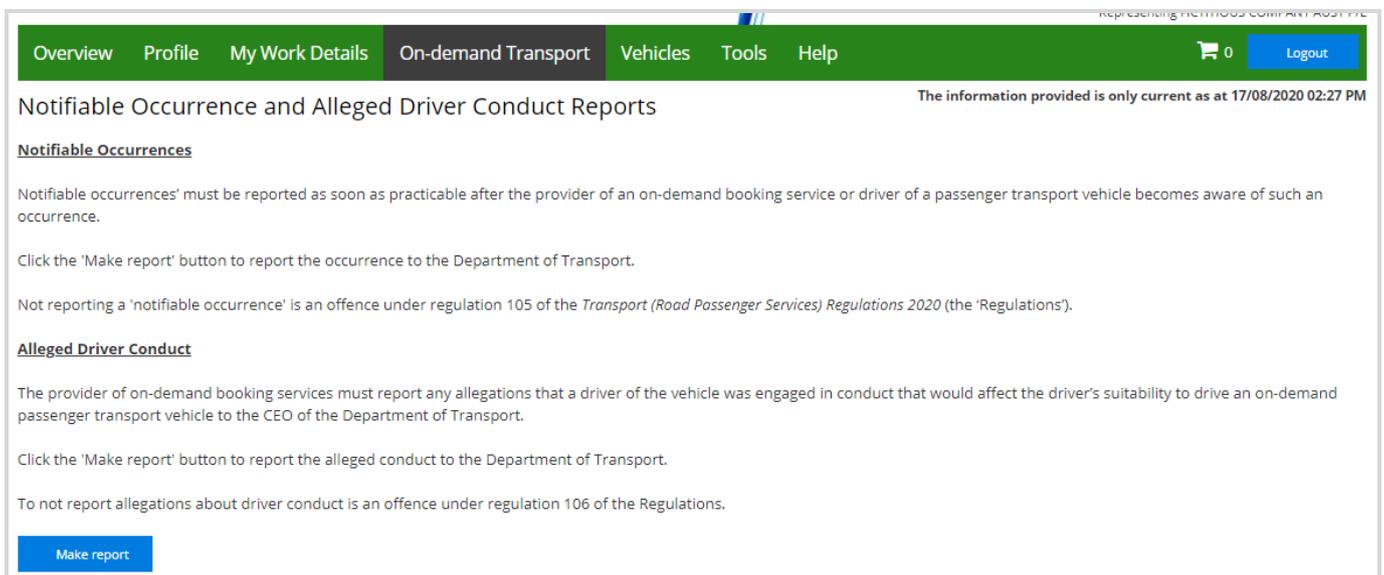
# On-demand booking services

## How to make a notifiable occurrence or alleged driver conduct report

1. Log in to DoTDirect using the login details of the On-demand Booking Service. Alleged driver conduct reports can only be made from a ODBS DoTDirect account.
2. Click on 'On-demand Transport' in the header and then click 'Notifiable Occurrence Reports' in the drop-down menu.



3. Select the 'Make report' button.







8. Review the information you have entered to ensure it is accurate and select 'Submit report'

Make a report

Details      Category      Response      Review and confirm

Please review the details of the report

**Type of report:** Notifiable Occurrences Report  
**Category:** Vehicle accident: Trip was completed and no ambulance or hospital treatment required.  
**When did it happen:** 17/8/2020 12:00 AM  
**When did you become aware of the incident:** 17/8/2020 5:00 AM

**Report to the Western Australian (WA) Police Force**  
**Date / Time reported:** 12/8/2020 12:00 AM  
**WA Police report number:** 1234567

**Where did the incident occur**  
**Street:** 123 Fiction Street  
**Suburb:** PERTH  
**Postcode:** 6000  
**State:** Western Australia

**Licence plate:** 1ABC123  
**Driver's licence number:** 1234567

**Association arrangement**  
**Booking service name:** ODBS

**Booking reference:** BN111111  
**Video and/or audio recording available:** Yes  
**Full description of incident:** Example incident text.  
**Factors contributing to the incident:** test  
**Follow-up actions taken after the incident:** test

← Back      ✖ Cancel      Submit report →

9. The final screen confirms that the report has been submitted. The details of any reports submitted by the ODBS within the last three months will be displayed at the bottom of the screen.

Notifiable Occurrence and Alleged Driver Conduct Reports The information provided is only current as at 17/08/2020 02:26 PM

**Notifiable Occurrences Report has been submitted.**

**Notifiable Occurrences**  
 Notifiable occurrences' must be reported as soon as practicable after the provider of an on-demand booking service or driver of a passenger transport vehicle becomes aware of such an occurrence.  
 Click the 'Make report' button to report the occurrence to the Department of Transport.  
 Not reporting a 'notifiable occurrence' is an offence under regulation 105 of the *Transport (Road Passenger Services) Regulations 2020* (the 'Regulations').

**Alleged Driver Conduct**  
 The provider of on-demand booking services must report any allegations that a driver of the vehicle was engaged in conduct that would affect the driver's suitability to drive an on-demand passenger transport vehicle to the CEO of the Department of Transport.  
 Click the 'Make report' button to report the alleged conduct to the Department of Transport.  
 To not report allegations about driver conduct is an offence under regulation 106 of the Regulations.

✓ Make report

**Reports submitted in the last three months**

Report number	Date submitted	Report type	Incident datetime	Licence plate	Driver's licence	Category
131424	17/8/2020 2:26 PM	Notifiable Occurrences Report	17/8/2020 12:00 AM	1ABC123	1234567	Vehicle Accident: Minor <span style="font-size: small;">(i)</span>