



On-demand Transport Reform Fact Sheet

Data sharing capabilities

The Department of Transport (DoT) shares specific data with authorised passenger transport service providers to ensure the safety of all passengers and operators. The *Transport (Road Passenger Services) Act 2018* (the Act) includes explicit provisions for data sharing.

The Act enables:

- DoT to publish de-identified data to provide information to the public about the performance of the passenger transport industry.
- DoT to share authorisation information with authorised booking services, Regular Passenger Transport providers and providers of Passenger Transport Vehicles (PTV) to assist them to comply with their safety duties.

Compliance data sharing

DoT shares information with authorised On-demand Booking Service (ODBS) providers via the Driver and Vehicle Industry Dashboard (DVID) – a secure portal that can be accessed through DoTDirect by authorised booking services only.

The DVID will display a green, yellow or red indicator to show whether the correct authorisations are in place, allowing booking services to ensure they are meeting their safety obligations.

The ODBS must enter specific information to retrieve the authorisation status of drivers and vehicles. The information must match what DoT has on file or else the record will not be shown.

For drivers, the ODBS must enter:

- driver's licence number;
- surname of the driver;
- date of birth; and
- action – either “add” or “delete”.

For vehicles, the ODBS must enter:

- plate number;
- VIN/chassis (optional to complete); and
- action – either “add” or “delete”.

No additional personal information is shared with the ODBS.

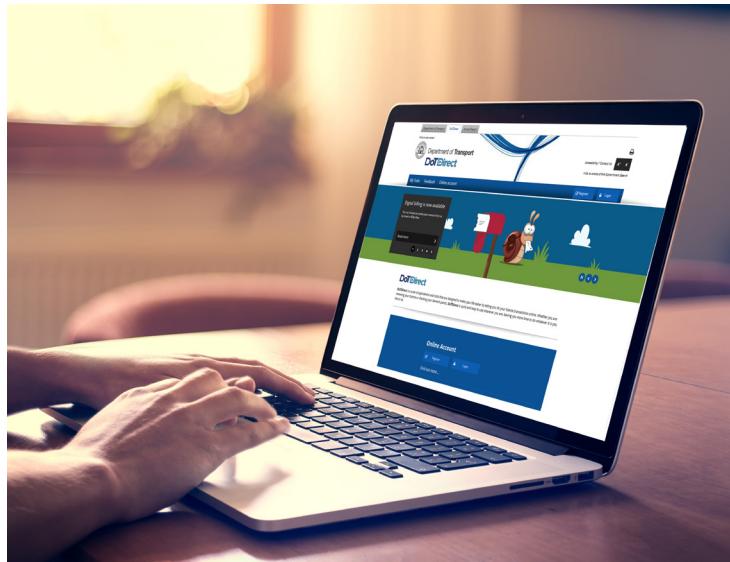
Is any of my information available publicly?

All authorised booking services are listed online in a public register. This includes the:

- ODBS authorisation number;
- ODBS provider name; and
- any associated business/trading names.

No personal information, including PTV authorisation and driver details, is shared publicly.

If you are an authorised ODBS and your business or trading name is not displayed, please contact On-demand Transport.



Status: Show all

 Apply filter Clear filter Export results Upload Add

Driver's licence number	Surname	Date of birth	Driver's licence status	PTD authorisation status	Last checked time	Actions
9000132						
9000126	BROWN	10/3/1966	✓	✓	13/03/2019 14:22 PM	
90001012	BROWN	28/2/1975	✓	✗	14/03/2019 10:59 AM	
9000122	DOE	30/7/1970	✗	⚠	13/03/2019 14:22 PM	
9000128	GREEN	27/10/1968	✓	✓	13/03/2019 14:22 PM	
9000125	JONES	23/12/1968	✓	✓	13/03/2019 14:22 PM	
9000123	SMITH	29/11/1961	✓	✓	13/03/2019 14:22 PM	
9000129	SMYTH	10/12/1972	✓	✓	13/03/2019 14:22 PM	
9000130	WHITE	14/10/1959	✓	✓	13/03/2019 14:22 PM	
9000132	WILLIAMS	1/2/1980	✗	⚠	13/03/2019 16:28 PM	

20 14 13 15

(9 driver subscriptions found)

You can view the [file upload history](#) here

A sample screenshot of the Drivers dashboard within the DVID, using placeholder data.

What do drivers and PTV authorisation holders need to do?

Ensure that the information that you give your ODBS is valid and authentic – if it does not match what DoT has on file then the ODBS may not be able to verify your record in the DVID.

For example, if you change your name with DoT, make sure the ID document you provide to the ODBS (e.g. driver's licence card) has your new name on it.

I don't want DoT or my booking service to share my information – can I opt out?

You cannot opt out of the data sharing provisions outlined in the Act as these are a legal requirement of your authorisation.

If you are concerned with how your booking service is handling your personal information, please discuss this with them directly.

You can use your DoTDirect account to change how DoT uses your information to communicate with you, including to:

- receive posted or emailed bills and notifications; or
- stop receiving text messages.

You can also opt to not receive advertising or direct marketing materials.

Using customer information responsibly

DoT recognises that when you share your private information with us, you trust us to use it responsibly. We are committed to protecting the confidentiality of your personal information.

We will not use or disclose information collected about you other than:

- for a purpose made known to you;
- a purpose you would reasonably expect;
- a purpose required, authorised or permitted by or under any law, including the Act; or
- a purpose otherwise authorised by you.

You can request access to the information we have collected from you if you have any concerns about the accuracy or extent of that information.

How can I keep my data safe?

The most important thing you can do to keep your data safe is to not share your DoTDirect password with anyone else.

Your account contains sensitive information and sharing your DoTDirect password may mean unauthorised parties can access your contact information, vehicle licence details or any booking service data you may have access to.

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