



On-demand Transport Fact Sheet

On-demand Booking Services

Setting up your own on-demand transport business

Under the *Transport (Road Passenger Services) Act 2018*, if you take or facilitate bookings (including rank or hail and private work), you are providing an on-demand booking service.

This could include:

- a taxi driver taking rank or hail or private bookings, that are not dispatched or covered by an authorised On-demand Booking Service (ODBS);
- rideshare drivers doing private jobs that are not dispatched via their apps;
- a single operator charter service; or
- lifts for cash services (for example, advertised via social media).

If you are providing an on-demand booking service, you must:

- be authorised as an ODBS; and/or
- have an association arrangement with an authorised ODBS.

If you have an association arrangement with an authorised ODBS, it may not cover all of your bookings (e.g. private bookings) – if you're unsure, check with your ODBS.

If you are considering setting up an on-demand transport business there are a few things to consider to make sure you're ready.

Getting started

- You will need an Australian Business Number (ABN) to apply for an ODBS authorisation.
- You will need a business name or logo to meet vehicle signage and sticker requirements.
- Sign up for a DoTDirect account that properly reflects your business structure.

If you're a sole operator, you can use your individual DoTDirect account. However, if you want other people to have access to your business dealings in DoTDirect (such as a business partner) then you should apply for an organisation account.

- Research what equipment your vehicle will require, where to get it made and how much it will cost. This may include equipment such as:
 - roof light;
 - roof sign;
 - mountings or a phone cradle;
 - camera surveillance unit (CSU); and
 - ODBS signage and stickers.
- If you're driving a taxi, your vehicle must have a camera surveillance unit that meets the latest *CSU Standards* and a TAXI number plate.
- Consider how you will fulfil your safety, record keeping and complaints handling obligations, and what tools or resources you will need.
- If you operate in the Perth, Mandurah or Murray areas, your trips may be subject to the Levy so you will need to keep additional Levy records and submit Levy returns.

ODBS authorisation

An ODBS authorisation will allow you to take or facilitate bookings for on-demand transport services state-wide and will be valid for 12 months.

Applications for ODBS authorisation can only be made online via DoTDirect.

As an authorised ODBS you will be responsible for:

- developing and maintaining a safety management system;
- keeping records related to individual jobs, which may be requested by the Department of Transport (DoT) at any time;
- having an appropriate complaints management procedure in place;
- keeping a register of notifiable occurrences and reporting these to DoT as you become aware of them; and
- determining fares transparently and having these available for passengers to view.

Authorised ODBSs can access the Driver and Vehicle Industry Dashboard (DVID) through their DoTDirect account to check the licence, registration and authorisation status of their drivers and vehicles.

Find out more about ODBS

www.transport.wa.gov.au/ODBSHome

Passenger Transport Vehicle (PTV) authorisation

A PTV authorisation allows a vehicle to be operated to provide a passenger transport service, including undertaking on-demand transport trips.

Anyone can apply for a PTV authorisation. There are no limits to when and where PTVs can operate or how many authorisations someone can hold.

There are four categories of PTV authorisation:

- On-demand Rank or Hail (OD-RH) (also known as taxis);
- On-demand Charter (OD-C);
- Tourism Passenger Transport (TPT); and
- Regular Passenger Transport (RPT).

Each category has specific operating requirements – further details are available on the DoT website.

Applications for PTV authorisation can only be made online via DoTDirect.

Just having a PTV authorisation is not enough to operate your own taxi or charter service – you will need to have an ODBS authorisation or association arrangement with an authorised ODBS as well.

If you drive a PTV and accept bookings, you will be required to display a driver ID. This is separate to a driver's licence and there are different requirements for taxi and charter drivers. More information is available on the DoT website.

Find out more about PTVs

www.transport.wa.gov.au/PTVhome

Driver authorisation

A passenger transport driver (PTD) authorisation is required to drive passengers for hire or reward.

PTD authorisations are valid for 12 months and allow holders to drive any authorised vehicle for hire or reward state-wide.

Find out more about drivers

www.transport.wa.gov.au/PTDhome

What upfront DoT fees will I have to pay as a sole operator of an ODBS?

You will be subject to the following fees:

- ODBS authorisation application fee (one-off);
- ODBS authorisation fee (annual);
- PTV authorisation application fee (one-off);
- PTV authorisation fee (1, 3, 6 or 12 month);
- PTD authorisation application fee (one-off); and
- PTD authorisation fee (annual)

Up-to-date fees are available on the DoT website: www.transport.wa.gov.au/OdTFees

Note: This list only includes fees charged by DoT – further costs may be incurred including installation of CSUs, medical assessments and national police certificates.

On-demand Transport, Department of Transport, Western Australia

Tel: 1300 660 147 · Email: ondemandtransport@transport.wa.gov.au · Web: www.transport.wa.gov.au/ondemandtransport

The information contained in this publication is provided in good faith and believed to be accurate at time of publication. The State shall in no way be liable for any loss sustained or incurred by anyone relying on the information.

Last modified: 31 December 2021