

Information Bulletin

PT 402 (21/07/23)

Operator Accreditation Display on Passenger Transport Vehicles

Holders of operator accreditation (OA) are required, under section 221 of the *Transport Operations (Passenger Transport) Regulation 2018*, to display their OA number on vehicles used to provide public passenger services. An exception to this requirement, discussed further below, applies to vehicles operated under a booked hire service licence or taxi service licence and to taxis licenced in New South Wales.

Public passenger vehicles (excluding motorbikes, booked hire vehicles, limousines and NSW taxis)

These public passenger vehicles must display the operator's accreditation number so that the number is—

- preceded by the letter 'Q'; and
- securely fixed to the bottom left-hand side of the rear of the vehicle or the bottom left-hand side of the vehicle's rear window; and
- clearly legible at a distance of 4.5 metres away from the vehicle.

Motorbikes, motorbikes with sidecars and motor trikes

Motorbikes, motorbikes with sidecars and motor trikes must display the operator's accreditation number so that the number is—

- preceded by the letter 'Q'; and
- securely fixed to the vehicle; and
- clearly legible at a distance of 4.5 metres away from the vehicle.

Taxis, limousines and booked hire vehicles

Operator accreditation is not required by operators of taxi services and booked hire services (including booked hire services provided in limousines). Consequently, OA display requirements do not apply to the provision of these services. Refer to [Personalised transport industry; taxi and booked hire](#) authorisation and licence requirements.

However, if an operator uses a taxi, limousine or booked hire vehicle to provide a service that is not a taxi or booked hire service (such as a scheduled or community service) then OA requirements (including OA display requirements) may apply.

The following requirements apply when OA is required for a service that is being provided in a taxi, limousine or booked hire vehicle or in a taxi that is licenced in New South Wales—

- Taxis (licenced in Queensland) and booked hire vehicles – Operators must comply with the accreditation display requirements set out above for public passenger vehicles.
- Limousines and NSW taxis – Operators must keep a copy of the current OA certificate in the vehicle while the vehicle is being used to provide a service that requires OA.

Vehicles that are borrowed, leased or hired to another accredited operator

The OA number displayed on the vehicle is required to be that of the operator using the vehicle to provide a service. However, under departmental policy, it is permissible for a vehicle to show another operator's OA number if the vehicle is being leased from, or usually operated by, a person who holds OA and the vehicle is being used because of an exceptional circumstance (such as a vehicle breakdown). In such events the vehicle must not be used for a period of more than 5 days, whether or not consecutively, in a 3 month period. It is recommended that the vehicle's owner keep a formal record (for example, a lease or hire agreement) to avoid being held responsible for the actions of the second operator using the vehicle.

Additional information

This bulletin has been produced as a guideline and is not a reference to a point of law. Clarification of any information in this bulletin may be obtained by contacting your local passenger transport office. Details of passenger transport locations can be accessed at: www.translink.com.au/contact-us

The *Transport Operations (Passenger Transport) Act 1994*, *Transport Operations (Passenger Transport) Regulation 2018* and *Transport Operations (Passenger Transport) Standard 2010* can be accessed on the internet at www.legislation.qld.gov.au.

Additional information about public passenger services is available on the Department of Transport and Main Roads internet site at www.tmr.qld.gov.au/information_bulletins.