

Information Bulletin

PT 20 (10.17)

Community and Courtesy Transport Services

Community transport services

A community transport service is defined in the *Transport Operations (Passenger Transport) Act 1994* (TOPTA) as “...a service for the carriage of passengers funded or subsidised out of **public money** or by a **charity** and provided for the benefit of a **particular group**.”

The following information is provided for the purposes of clarifying the definition of a community transport service:

- *Public money* includes money provided by a Commonwealth, state or local government.
- *Charity* means a fund, foundation or institution devoted to the private or public relief of unfortunate or needy persons.
- *Particular group* is a group that is identifiable by any characteristic common to the members of the group. For example, a particular group would include persons sharing the characteristic of being sick or injured.
- Community transport services can operate on a scheduled, pre-booked or demand-responsive basis and a fee can be charged for the service.

Courtesy transport services

A courtesy transport service is defined in TOPTA as “...a service for the carriage of passengers provided, **free of charge**, by an **entity** using a vehicle owned or leased by the entity for customers, clients or students of the entity.”

The following information is provided for the purposes of clarifying the definition of a courtesy transport service:

- *Free of charge*, for a courtesy transport service, includes a service without any of the following:
 - payment or other consideration is provided for the service;
 - levy, donation or other monetary contribution is required for the service; or
 - a receptacle that is displayed in such a way as to suggest that a donation is expected or required to use the service.
- *Entity* means an independent organisation and includes a person and an unincorporated body.

- For a courtesy transport service, an *entity* provides the service *using a vehicle owned or leased by the entity*. The following are examples of a courtesy transport service:
 - a car dealer provides a courtesy transport service to the CBD using a vehicle owned or leased by the car dealer
 - a hotel courtesy bus
 - a resort that provides a transport service to and from the airport.

Chartering another operator to provide a “courtesy bus” service

An entity (such as an educational institution, club, hotel, accommodation house, or other business) may wish to engage a bus operator to provide a courtesy service to its students, customers or clients. Because the transport is not being provided by the entity, in a vehicle owned or leased by the entity, a transport service of this type does not fall within the legislative meaning of a courtesy transport service. Different requirements, including requirements that may restrict how the service may be operated, will apply to the service and its operator and drivers. Contact your local Passenger Transport office for more information.

Additional information

TOPTA requires operators and drivers of community and courtesy transport services to comply with specific legislative requirements to achieve the provision of the best possible services at a reasonable cost to the community and government. For more information on these requirements, please refer to the following information bulletins:

- [PT23 Exemptions from Operator Accreditation and Driver Authorisation for Community and Courtesy Transport Services](#)
- [PT205 Operator Accreditation for Community and Courtesy Transport Services.](#)

The information contained in this bulletin has been produced as a guide to assist in the understanding of the legislation and policy. Clarification of any information in this bulletin may be obtained from the Department of Transport and Main Roads by contacting your local passenger transport office of the Department.

This bulletin is an interpretation of the relevant Acts, Regulations and Standard and should not be used as a reference to a point of law.

The legislation may be viewed 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.