

Information Bulletin

PT 101/11.15

General Services

What services can be provided under Operator Accreditation for General Services?

Services that can be provided under Operator Accreditation for general services are accommodation transfer services, charter bus services, tourist services (general and off-road), tourist transfer services, unscheduled long distance passenger services, scheduled passenger services that are not a general route service or school scheduled service, and any other public passenger service that is not defined as a specific type of public passenger service under the *Transport Operations (Passenger Transport) Act 1994*.

Definitions

An Accommodation Transfer Service means a public passenger service:

- (a) that –
 - (i) is provided for travellers arriving in or departing from an area; and
 - (ii) operates between an airport, ferry terminal, inter city bus terminal or railway terminal and an accommodation house* in the area; and
- (b) that requires journeys on the service to be pre-booked and travel documentation for them to be issued before the travellers arrive in the area.

*An “accommodation house” means a place providing lodging or food and lodging to the public.

A Charter Bus Service is a public passenger service involving the charter of a bus and driver for pre-arranged journeys and for pre-agreed amounts if:

- (a) neither the operator nor the driver receive individual fares; and
- (b) each journey has a common origin or destination or both; and
- (c) the charterer has the right to decide the route and time of travel.

A Tourist Service is a pre-booked public passenger service for the carriage of tourists on a publicly available tour itinerary to a common scenic or tourist attraction.

A Tourist Transfer Service means a public passenger service:

- (a) that operates between -
 - (i) an accommodation house; and
 - (ii) a tourist attraction or tourist service; and
- (b) where journeys on the service are pre-booked before the time of travel.

An Unscheduled Long Distance Passenger Service means a pre-booked public passenger service by road:

- (a) that is unscheduled; and
- (b) by which all passengers on the service are carried on a journey of at least 40 km to a general destination that has been predetermined by the operator of the service; and
- (c) no passenger's journey is entirely within –
 - (i) a single service contract area or route, other than for a service for the administration of taxi services; or
 - (ii) a single taxi service area.

Who needs to hold operator accreditation for these services?

Individuals, partnerships and corporations/organisations who operate any of the above services are required to hold operator accreditation for general services. Where owners of these services assign the operation of their services to second parties through leases or management agreements, the second parties are also required to hold operator accreditation.

Who needs to hold driver authorisation for these services?

Any individual who drives a vehicle providing any of the above services is required to hold driver authorisation for general services. Information bulletin PT301 "Driver Authorisation for General Services" is available for drivers of general services.

Operational requirements

Operator accreditation and driver authorisation legislation requires operators and drivers of general services to comply with specific legislative provisions. These provisions relate to:

- Vehicles;
- Driver management;
- Driver obligations; and
- Records to be kept.

Please refer to the information bulletins on operator accreditation for general services and driver authorisation for general services for more information on these requirements.

Vehicles able to be used to provide general services

Schedule 8 of the *Transport Operations (Passenger Transport) Regulation 2005* specifies which types of vehicles may be used for all the different categories of public passenger services.

The types of vehicles approved for use under Schedule 8 for each General Services category are shown below.

- Accommodation Transfer Services - can be provided in any passenger car with a seating capacity of six to nine passengers, forward-control passenger vehicle, people mover, off-road passenger vehicle, light bus and a heavy bus.
- Charter Services - can only be provided in a light bus or heavy bus.
- Tourist Service - can be provided in an off-road passenger vehicle, light bus, heavy bus, any passenger car with a seating capacity of six to nine passengers, forward-control passenger vehicle, people mover, motor cycle, motor cycle and sidecar, motor tricycle, taxi or limousine.
- Tourist Transfer Services - can be provided in any passenger car with a seating capacity of six to nine passengers, forward-control passenger vehicle, people mover, off-road passenger vehicle, light bus, heavy bus, taxi or limousine.
- Unscheduled Long Distance Passenger Services - can be provided in any passenger car with a seating capacity of six to nine passengers, forward-control passenger vehicle, people mover, off-road passenger vehicle, light bus or a heavy bus.
- Other Passenger Services (incl. non-defined passenger services) - must be provided in a light bus or a heavy bus.

"Bus" means a motor vehicle with seating capacity for 9 or more passengers (excluding the driver).

- 'light bus' means a bus with a gross vehicle mass of not more than 5t.
- 'heavy bus' means a bus with a gross vehicle mass of more than 5t.

"Forward-control passenger vehicle" means a passenger vehicle, other than an off-road vehicle, having up to nine seating positions, including the driver's position, and in which the centre of the steering wheel is in the forward quarter of the vehicle's total length. Vehicles defined under transport legislation as forward control vehicles are Chrysler Voyager, Honda Odyssey, Kia Carnival, Mazda MPV, Mitsubishi Nimbus, Mitsubishi Starwagon and Toyota Tarago.

The Department of Transport and Main Roads' policy allows any passenger car with a manufacturer's seating capacity of six to nine seats to be used for an accommodation transfer service, tourist service, tourist transfer service and an unscheduled long distance passenger service.

"Off-road passenger vehicle" means a passenger vehicle that has up to nine seating positions including the driver's position, designed with special features for off-road operation as defined by the Australian Design Rules.

"People mover" means a passenger car having at least 6 seating positions, including the driver's position, that are not limited for use by reference to a person's age or weight.

Equipment for off-road passenger vehicles

Schedule 5 of the *Transport Operations (Passenger Transport) Regulation 2005* specifies what equipment is required for off-road passenger vehicles operating tourist services.

Off-road passenger vehicles operating tourist services must be fitted with:

- (a) an approved fire extinguisher; and
- (b) a device to prevent a damaged tailshaft from striking the ground.

If a tourist service is of more than 1 day's duration, the following equipment must also be fitted to the vehicle and in working order:

- winch;
- first aid kit; and
- Royal Flying Doctor radio or a telephone that operates in conjunction with a satellite.

Additional information

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 should not be used as a reference to a point of law.

Copies of the *Transport Operations (Passenger Transport) Act 1994*, *Transport Operations (Passenger Transport) Regulation 2005* and *Transport Operations (Passenger Transport) Standard 2010* can be purchased from LitSupport Pty Ltd on 07 3223 9202 or email legislation@litsupport.com.au.

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.