



On-demand booking services – fact sheet

What is a responsible officer?

A responsible officer is a person nominated by an on-demand booking service (ODBS) to represent them in providing their authorised service.

Why is there a need for a responsible officer?

A responsible officer will be a main point of contact for the Department of Transport (DoT) in dealing with an authorised ODBS.

An authorised ODBS must have a responsible officer at all times.

Who can be a responsible officer?

At least one responsible officer must be a resident of Western Australia. This ensures that there is someone in the State who can oversee, identify and address all matters relevant to the operation of the ODBS. All nominated responsible officers must reside within Australia.

The nominated responsible officer(s) must:

- be directly involved in the day-to-day management of the on-demand booking service;
- be authorised to represent the provider of the on-demand booking service;
- have access to and be authorised to provide any information relating to the ODBS;
- be a fit and proper person; and
- have the capacity to influence the safety of drivers and vehicles used in delivering the service.

How is a responsible officer nominated?

A responsible officer must be nominated when applying for an ODBS authorisation using DoTDirect.

When nominating a responsible officer, the following documents must be provided:

- Statement of Authority for Nomination of Responsible Officer form (ODT103);
- National Police Certificate (less than three months old at time of nomination); and
- Proof of identity and residency.

Relevant forms and further information on these documents are available on the [On-demand Transport website](#).

How can the suitability of a responsible officer impact on an ODBS authorisation?

DoT has the right to refuse to grant, suspend or cancel an ODBS authorisation if a responsible officer is charged or convicted with a disqualification offence.

A nomination to change the responsible officer for an ODBS can be made at any time using DoTDirect (fees apply).

The ODBS authorisation will be automatically suspended if the ODBS does not have:

1. at least one responsible officer who is a resident of Western Australia; and
2. where the ODBS is a body corporate, at least one responsible officer who is a director or manager of the body corporate.

The ODBS must immediately notify DoT if a person ceases to be a responsible officer. Penalties may apply.

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