




Community and courtesy transport

On-demand Transport fact sheet

This fact sheet provides definitions and examples for community and courtesy transport, and guidance around when on-demand booking service (ODBS), passenger transport vehicle (PTV) or passenger transport driver (PTD) authorisations may be required.

The information provided in this fact sheet is a guide only.

Under the *Transport (Road Passenger Services) Act 2018*, community and courtesy transport are types of passenger transport services that are **not primarily established with a view to profit or commercial gain**.

 This means that while a fee may be charged, the main purpose of the service is not to make a profit or generate any form of compensation, monetary or otherwise.

What is a community transport service?

A community transport service:

- benefits people within a local community who are in need of some form of assistance; or
- assists people or groups to participate to a greater degree to the life of a community; or
- achieves a community, charitable, educational, benevolent, religious, recreational, sporting or philanthropic purpose at the local level.

Examples of community transport services

- A charitable organisation providing a vehicle to transport aged care residents to medical appointments.
- Sporting clubs providing a bus for their players to get to away games.
- A local government providing a bus to transport people to a community event.

What is a courtesy transport service?

A courtesy transport service is provided as a courtesy to customers or patrons of another primary service.

The primary service cannot be on-demand, tourism, or regular passenger transport.

Examples of courtesy transport services

- A courtesy vehicle provided by a car repair service, to transport customers to a central location.
- A free hotel shuttle bus transporting tourists from the airport to their accommodation.

What passenger transport authorisations do I need?

Community and courtesy transport services generally do not require ODBS, PTV or PTD authorisations, however there are some exceptions to this.

When do I need an ODBS authorisation?

On-demand transport involves trips where the passenger or hirer determines the start and finish times and locations of the journey. Individuals or businesses that take bookings for on-demand trips and arrange a driver and vehicle to service that trip must be authorised as an ODBS.

Community and courtesy transport services are not classified as on-demand transport services and do not require an ODBS authorisation.

However, if you are also taking or facilitating bookings for on-demand trips, you may be operating an ODBS and require authorisation.

 www.transport.wa.gov.au/odbshome



When does my vehicle need a PTV authorisation?

A PTV authorisation is an authorisation to operate a vehicle to provide a passenger transport service, including:

- on-demand rank or hail (taxi);
- on-demand charter;
- tourism passenger transport; and
- regular passenger transport.

The vehicle you use will not require a PTV authorisation if it is only used for community or courtesy transport purposes.

If your vehicle is also used for other types of passenger transport services, it must be authorised as a PTV.

For example, you may have a bus that provides free hotel shuttle services that is also used for guided tours – this means the bus must hold a PTV authorisation.

 www.transport.wa.gov.au/ptvhome

Does the driver need a PTD authorisation?

A passenger transport driver (PTD) authorisation permits a person to drive passengers for hire or reward, as part of their paid or volunteer work.

You are generally driving for hire or reward and require a PTD authorisation in the below situations.

- The passengers or hirers of the vehicle have paid, or are required to pay, an amount to use the service.
- You get paid directly by the passengers for the service.
- You get paid to drive the vehicle as a primary part of your job, even if the passengers aren't paying for the service – for example, you are hired solely to drive a courtesy shuttle bus at the airport.

You **will not** require a PTD authorisation if driving passengers is an incidental part of your paid employment – for example, your primary role is a mechanic, but you also drop customers in the city using the company's vehicle.

Volunteer drivers

You are not considered to be driving for hire or reward, and will not require a PTD authorisation, if you are driving as an **unpaid volunteer** and:

- driving passengers is an incidental part of your volunteer work; or
- the vehicle is being driven to provide a community transport service.

 www.transport.wa.gov.au/ptdhome



Contact

On-demand Transport, Department of Transport, Western Australia

Tel: 13 11 56 Email: ondemandtransport@transport.wa.gov.au Web: www.transport.wa.gov.au/odt

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.