



Department of  
Transport

# User Guide

## On-demand Booking Service (ODBS) authorisations

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# Introduction

## Background

The *Transport (Road Passenger Services) Act 2018* (the Act) and subsidiary legislation, regulates the road passenger transport service industry, including on-demand transport services. From 1 April 2019 it is a requirement for all on-demand transport services providers to be authorised or enter into an association arrangement with an authorised On-demand Booking Service (ODBS).

## What is on-demand transport?

On-demand transport is a service that is provided for the road transport of passengers for hire or reward in situations where the passenger or hirer determines the locations for the beginning and end of the journey and the time of travel.

## What is an ODBS?

A person who carries on the business of taking bookings for on-demand passenger transport services, whether that person then provides the passenger service, or passes the booking on to another person to provide the service, will be providing an ODBS and will need to be authorised. A person who facilitates an on-demand passenger service may also be an on-demand booking service even if they are not directly taking bookings.

## ODBS authorisation

An ODBS authorisation can be held by an individual, partnership, body corporate or the trustee of a trust.

An ODBS authorisation cannot be held in a business or trading name, however associated registered business names can be linked to your ODBS authorisation.

During the application process you will be required to upload additional information in support of your application – this information may include, but not be limited to:

- documented evidence confirming the structure of the entity you are making the application for; and
- proof of identity and residency, a National Police Clearance and Statement of Authority for the responsible officer(s) required to be authorised to represent you in providing the ODBS.

The Department of Transport (DoT) has published a list of all authorised ODBS providers, including any associated business names on its website:

[https://online.transport.wa.gov.au/tso/selfservice/public/odtbs\\_authorisation\\_holders.jsf](https://online.transport.wa.gov.au/tso/selfservice/public/odtbs_authorisation_holders.jsf)

The ODBS authorisation may be granted subject to conditions imposed under the Act and any conditions that the CEO thinks fit.

An ODBS authorisation will allow a booking/dispatch service to operate state-wide and will be valid for 12 months.

## On-demand passenger transport levy

As part of the ODBS authorisation process you may be required to register for the on-demand passenger transport levy (the Levy).

The Levy was established to fund the Perth metropolitan owned taxi plate buyback scheme and is payable on any trips for an on-demand passenger service undertaken in a vehicle with 12 seats or less, that starts and finishes within the defined levy area. The Levy is 10 per cent of the fare payable for the on-demand passenger transport provided as a result of the booking - the maximum Levy payable on a booking is \$10.

Liability for payment of the Levy rests with the authorised booking service provider. All fare revenue must be reported to the Department of Transport during the period that the levy is imposed.

If you are liable to pay the Levy, under the Act, you are required to be registered as a taxpayer and supply bank account details that will be accessed by the Department of Transport to direct debit the required levy payment as reported through the lodgement of data on fares payable for bookings you have taken.

You are not required to register for the Levy if your ODBS will solely do one or more of the following:

1. take bookings for journeys that start and finish outside of the defined levy area;
2. take bookings for vehicles that are equipped to seat more than 12 adult persons (including the driver); or
3. take bookings for vehicles that are propelled wholly by electricity.

If your booking service solely takes bookings for defined special events in limousines or other luxury vehicles, you can apply for an exemption from the Levy.

For full details on the Levy requirements, please refer to the on-demand booking services page on the Department of Transport website:

[www.transport.wa.gov.au/Levy](http://www.transport.wa.gov.au/Levy)

For additional user guides and information relating to the on-demand passenger transport industry including the Levy and the Driver and Vehicle Industry Dashboard please visit the DoT website:

[www.transport.wa.gov.au/OdT](http://www.transport.wa.gov.au/OdT)

# ODBS authorisation application process

Applications for an ODBS authorisation can only be submitted through a Department of Transport DoTDirect online account.

## DoTDirect online account

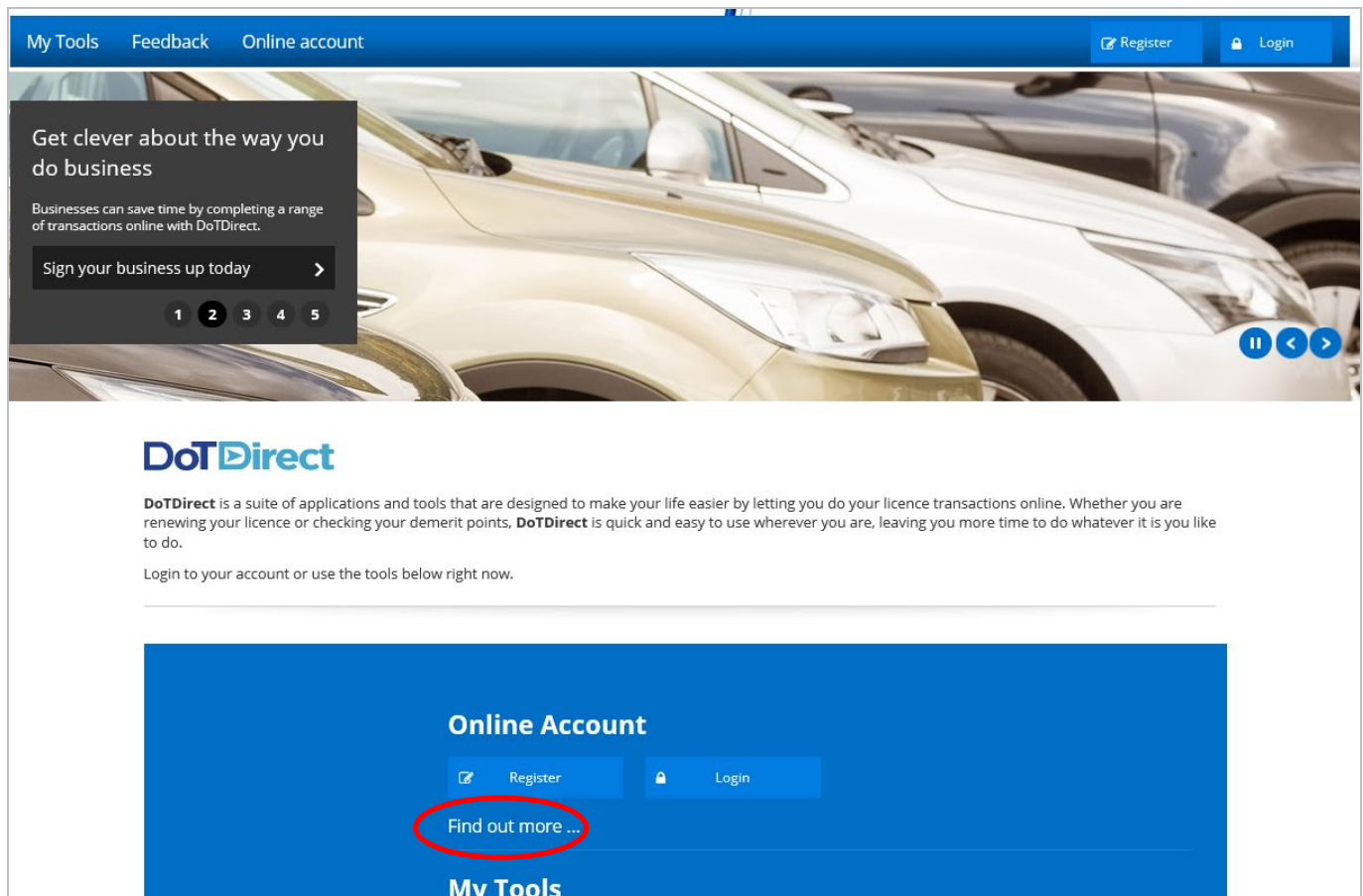
1. From your web browser, navigate to DoTDirect:

[www.transport.wa.gov.au/DoTDirect](http://www.transport.wa.gov.au/DoTDirect)

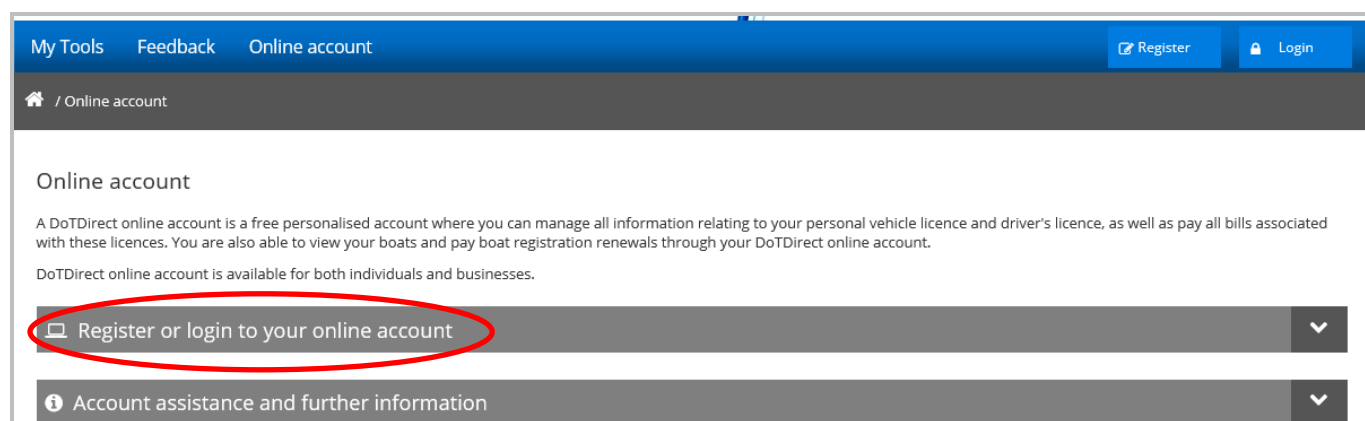
You can also find this via the Department of Transport WA website:

<https://www.transport.wa.gov.au/>

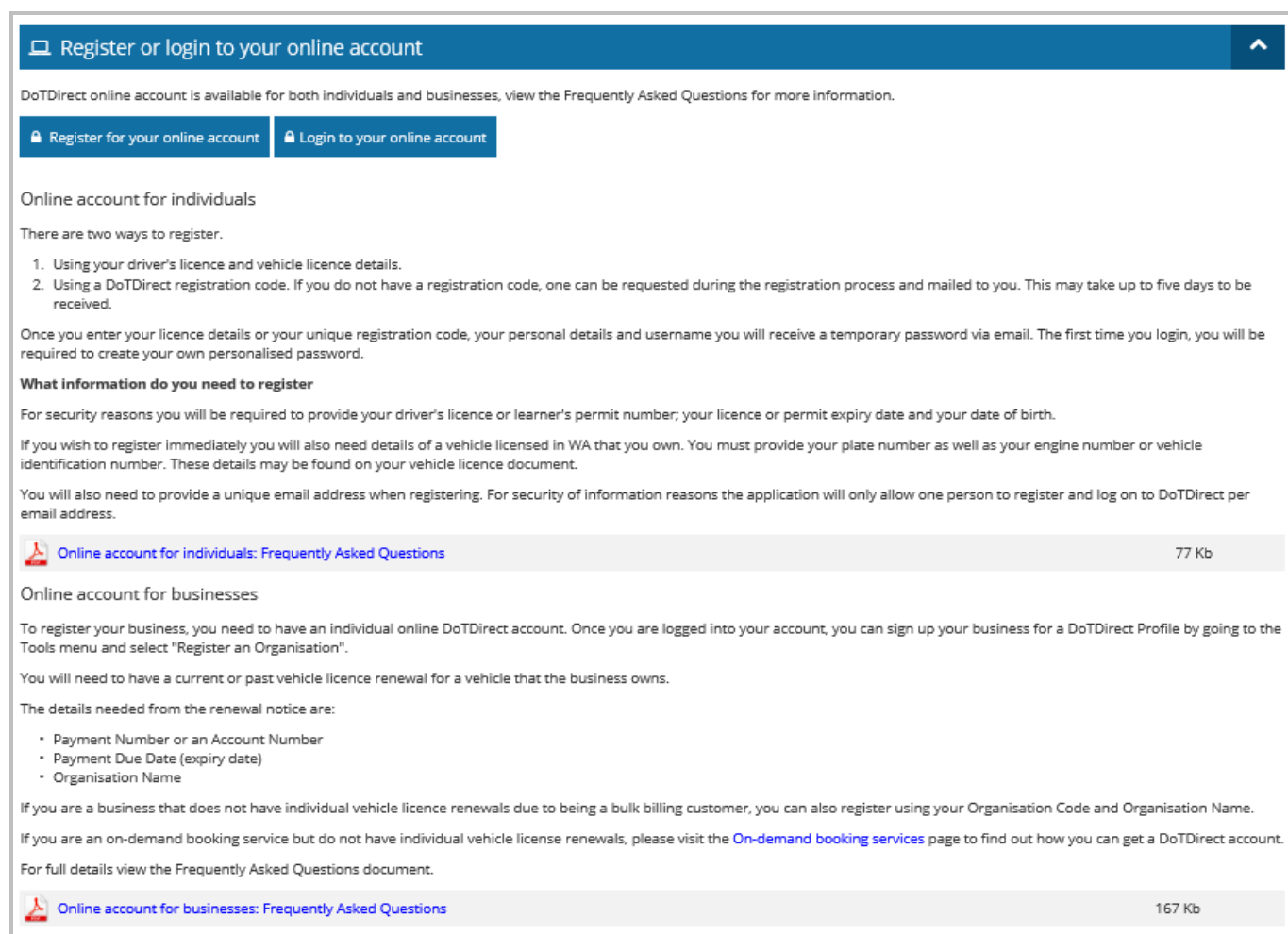
2. If you do not have a DoTDirect account, you must register for an account before you can apply for an ODBS authorisation. For further information on registering for DoTDirect account please click “Find out more”.



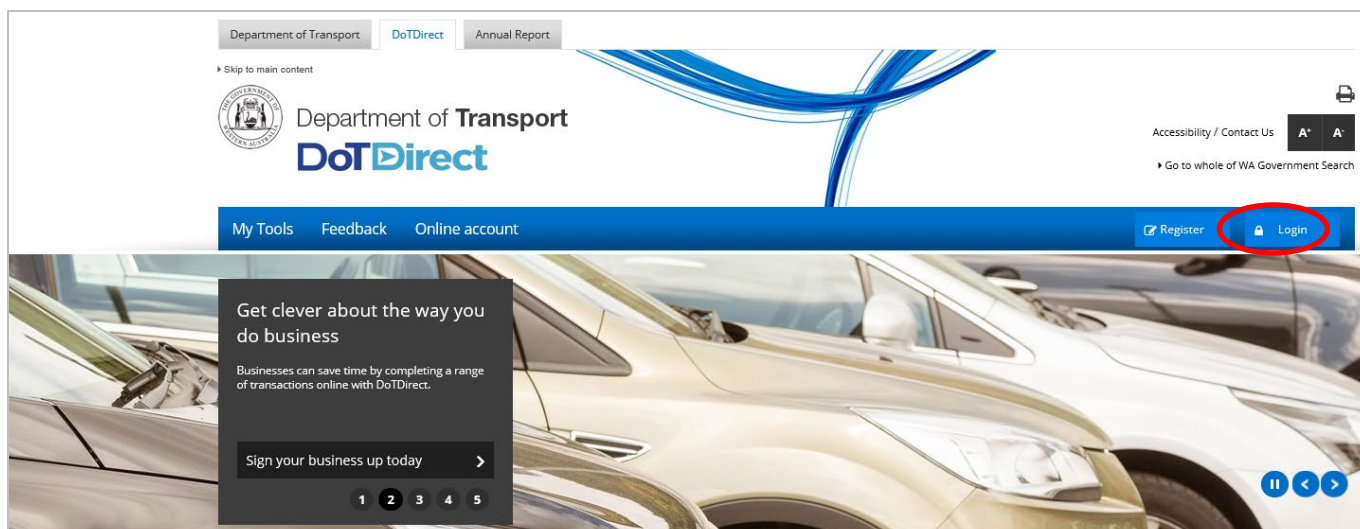
### 3. Click “Register or login to your online account”.



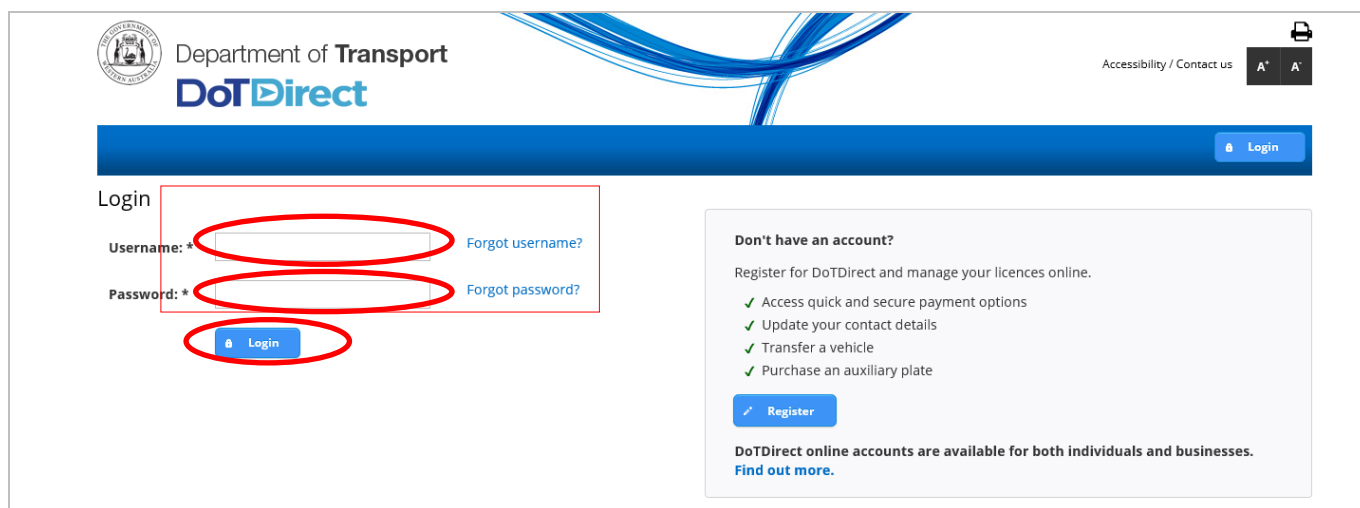
### 4. You will now find additional information about registering for a DoT Direct online account, including information specific to an ODBS.



5. If you already have a DoTDirect account, click the “Login” button.



6. Enter your user name and password.
7. Click “Login”.



8. The overview of your DoTDirect account profile will display.



**Note:** If the ODBS account profile is not available in your DoTDirect account, the primary delegate of the DoTDirect account must first add you to the ODBS account.

## Resuming an application



## On-demand booking services

An on-demand booking service is a service that facilitates a connection between an intended passenger and a driver and vehicle for an on-demand passenger transport service.

To become authorised you must apply for a booking service authorisation, application fees apply.

For further information and application requirements for booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

### Current booking service authorisation application details

**Application number:** 1013155

**Created on:** 23/03/2021

**Status:** Lodgement of application in progress [Resume](#) [Cancel application](#)

Please note: Your application will be automatically cancelled after **20/04/2021**, if it has not been paid for prior to this date.

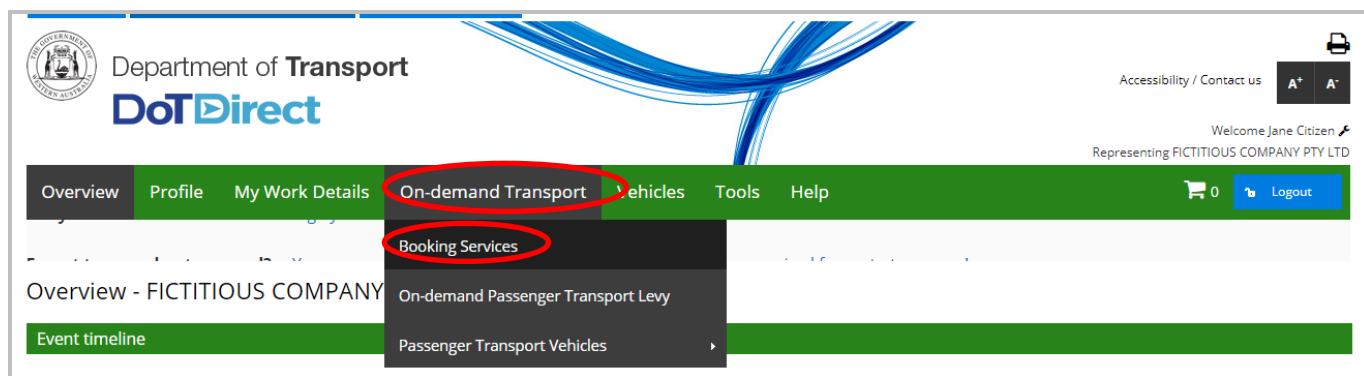


## Apply for an ODBS authorisation

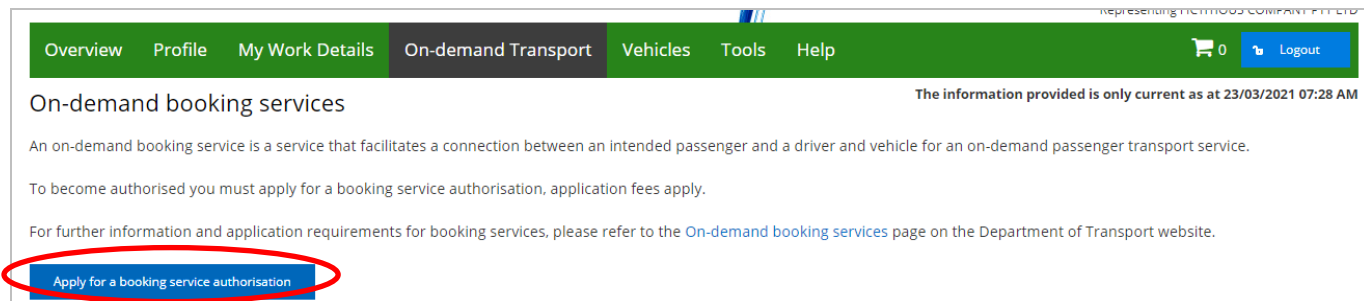
1. Select the DoTDirect profile for the booking service for which you want to make application for an ODBS authorisation.



2. Once the account profile has opened, select the “On-demand Transport” menu and click “Booking Services” from the drop-down menu.



3. Read the information provided, then click “Apply for a booking service authorisation”.



4. Read the roles and responsibilities of being authorised as an ODBS. Once the information has been read, tick “I have read and understood the role and responsibilities of an authorised On-demand Booking Service” and click “Next”.

The screenshot shows the 'Roles and responsibilities' step of the application process. The navigation bar at the top includes 'Overview', 'Profile', 'My Work Details', 'On-demand Transport' (selected), 'Vehicles', 'Tools', and 'Help'. A progress bar below the navigation bar shows eight steps: 'Roles and responsibilities' (active), 'Business details', 'Applicant suitability', 'Authorisation details', 'Responsible officer(s)', 'Statement of Authority', 'Levy registration', and 'Review and confirm'. The main content area is titled 'Your role and responsibilities as an authorised Booking Service'. It contains a warning box stating: 'The following information must be read before completing an application for an on-demand transport booking service authorisation.' Below this, there is a detailed explanation of on-demand passenger transport services and the requirements for an ODBSA (On-demand Booking Service Authorisation). At the bottom, there is a checkbox labeled 'I have read and understood the role and responsibilities of an authorised On-demand Booking Service.' which is checked. To the left of the checkbox is a 'Cancel' button, and to the right is a 'Next' button. Both buttons are circled in red.

5. Enter the ABN. This is a mandatory requirement and you will not be able to proceed without providing this information. If your entity is an existing Department of Transport customer with an ABN, the ABN will be prepopulated, and any registered business names will be listed.

If you have any registered business names that are not listed, that relate to your booking service, please contact On-demand Transport on 1300 660 147 to have the business name added.

6. Select any business names that are applicable to your ODBS. All selected business names will be published on the Department of Transport’s website once the application for ODBS authorisation has been approved.

The screenshot shows the 'Business details' step of the application process. The navigation bar at the top is the same as in the previous screenshot. The progress bar shows eight steps: 'Roles and responsibilities', 'Business details' (active), 'Applicant suitability', 'Authorisation details', 'Responsible officer(s)', 'Statement of Authority', 'Levy registration', and 'Review and confirm'. The main content area is titled 'Business details'. It shows the 'Name: FICTITIOUS TOUR AND TRAVEL' and 'ABN: 12345678911', both of which are circled in red. Below this, there is a paragraph explaining that a business name is the name under which your business trades and which has been registered nationally with the Australian Securities and Investments Commission (ASIC). It asks the user to select any business names they wish to have displayed on the On-demand Transport website. Below this, there is a checkbox labeled 'FICTITIOUS TRAVEL' which is also circled in red. At the bottom, there is a 'Trading as:' section.

7. If your booking service is an organisation you will be required to upload documentation confirming the legal structure of your organisation. Please see the list below for the documentation that must be supplied and uploaded depending on your organisation type. To upload the document, please click “Select a document to upload” and choose the document you wish to provide.

**Proof of Identification for applicant**

The following document is required depending on the organisational structure of the applying entity:

- Corporation:
  - Company will need to provide an ASIC company extract (less than 3 months old)
  - Incorporated bodies will need to provide a certificate of incorporation
- Partnerships:
  - A partnership agreement (naming all partners)
- Trusts:
  - Trust Deed (front page, schedule and signatory pages)

Select a document to upload: + Select a document to upload

Document name:

NOTE: From this stage onwards, you can choose to pause the application process by clicking “Resume later” or continue with your application by clicking “Next”.

|| Resume later Next →

8. Respond to the five suitability questions below. If the answer to any of the questions is Yes, a space will display for additional information to be provided. Then click “Next”.

Overview Profile My Work Details **On-demand Transport** Vehicles Tools Help

Booking services authorisation application reference number: **1013155**

Roles and responsibilities Business details **Applicant suitability** Authorisation details Responsible officer(s) Statement of Authority Levy registration Review and confirm

**Applicant suitability**

For a list of disqualification offences, please refer to the [On-demand booking services](#) page on the Department of Transport website.

1. Has the applicant previously been the holder of an authorisation to provide an on-demand booking service, or of an equivalent authorisation in another State or a Territory, that has been cancelled, or had an application for authorisation refused? ☐ Yes ☐ No

2. Is the applicant currently charged with a disqualification offence? ☐ Yes ☐ No

3. Has the applicant been convicted of a disqualification offence? ☐ Yes ☐ No

4. To your knowledge, have any close associates of the applicant previously been the holder of an authorisation to provide an on-demand booking service, or of an equivalent authorisation in another State or a Territory, that has been cancelled, or had an application for authorisation refused? ☐ Yes ☐ No

5. To your knowledge, are any close associates of the applicant currently charged with a disqualification offence, or have any been convicted of a disqualification offence? ☐ Yes ☐ No

← Back × Cancel || Resume later Next →

9. Select the fleet size band applicable to your organisation.

The fleet size band that is selected will be the maximum number of vehicles that your booking service will be authorised to dispatch work to within the 12-month period that authorisation is valid for.

Overview Profile My Work Details **On-demand Transport** Vehicles Tools Help

Booking services authorisation application reference number: **1013155**

Roles and responsibilities Business details Applicant suitability **Authorisation details** Responsible officer(s) Statement of Authority Levy registration Review and confirm

**Annual authorisation fees**

Select fleet band: \*

Please select a fleet band below which will be the number of vehicles that you will be authorised to dispatch work to within your authorisation period.

	Number of vehicles	Current annual authorisation fee
<input type="radio"/>	1	\$250
<input type="radio"/>	2-5	\$470
<input type="radio"/>	6-15	\$1380
<input type="radio"/>	16-30	\$2750
<input type="radio"/>	31-50	\$4500
<input type="radio"/>	51-90	\$7400
<input type="radio"/>	91-150	\$12300
<input type="radio"/>	151-250	\$20000
<input type="radio"/>	251-500 vehicles	\$33000
<input type="radio"/>	Over 500 vehicles	\$65000

**Direct debit bank account details for authorisation fee payments**

Bank account for authorisation payments

This information is not mandatory and only required if you wish to utilise direct debit as a method of payment for booking service authorisation fees. Other payment options are available.

☐ I wish to pay by direct debit when paying for booking service authorisation fees

Back Cancel Resume later Next

10. Once you have selected your fleet size band you will be given the option to utilise direct debit as a method of payment for booking service authorisation fees (this does not include the ODBS authorisation application fee that is payable when submitting your application).

If you wish to utilise direct debit as your preferred payment method for authorisation fees tick "I wish to pay by direct debit when paying for booking service authorisation fees" and then click "Next".

**Direct debit bank account details for authorisation fee payments**

Bank account for authorisation payments

This information is not mandatory and only required if you wish to utilise direct debit as a method of payment for booking service authorisation fees. Other payment options are available.

☐ I wish to pay by direct debit when paying for booking service authorisation fees

Back Cancel Resume later Next

11. If you select the direct debit option you will be required to enter bank account details, read and agree to the direct debit agreement, agree to the terms and conditions that govern direct debit arrangements with the Department of Transport and authorise the direct debit arrangement and click “Next”.

Direct debit bank account details for authorisation fee payments

Bank account for authorisation payments

This information is not mandatory and only required if you wish to utilise direct debit as a method of payment for booking service authorisation fees. Other payment options are available.

☒ I wish to pay by direct debit when paying for booking service authorisation fees

Account name: \*

BSB number: \*

Account number: \*

Financial institution: \*

Request and authority to debit:

☐ I, JANE CITIZEN on behalf of FICTITIOUS COMPANY PTY LTD, have read and agree to the terms and conditions governing direct debit arrangements between the Department of Transport and FICTITIOUS COMPANY PTY LTD as set out in this Request and in the [Direct Debit Request Service Agreement On-demand Booking Services - Authorisation](#).

☐ I authorise the following:

1. The Department of Transport (User Id: 028423) to arrange for funds to be debited from the above mentioned account through the Bulk Electronic Clearing System (BECS).

2. The Department of Transport to verify the details of the above mentioned account with the Financial Institution.

3. The Financial Institution to release information allowing the Department of Transport to verify the above account details.

Back

Cancel

Resume later

Next

## Adding responsible officer/s

You must nominate at least one responsible officer, who is deemed to be a representative of the booking service and who is directly involved in the day to day management of the booking service. At least one responsible officer must be a resident of Western Australia. All nominated responsible officers must be residents of Australia.

Where a booking service is a body corporate, at least one responsible officer must be a director or manager of the body corporate.

A National Police Clearance (NPC) and proof of identification and residency is required for each nominated responsible officer.

1. Fill in the personal details of the new responsible officer.

Overview

Profile

My Work Details

On-demand Transport

Vehicles

Tools

Help

0

Logout

Booking services authorisation application reference number: 1013155

Roles and responsibilities

Business details

Applicant suitability

Authorisation details

Responsible officer(s)

Statement of Authority

Levy registration

Review and confirm

Responsible officer(s)

To be an authorised booking service, you must nominate at least one responsible officer who is deemed to be the representative of your booking service. This person must be directly involved in the day to day management. For further information refer to the [On-demand booking services](#) page on the Department of Transport website.

Please note it is a requirement to have at least one responsible officer who resides in Western Australia.

First name:

Other names:

Surname: \*

Date of birth: \*

Driver's licence number:

Position title: \*

Contact details

Residential address \*

Unit/street number and street name: \*

Suburb: \*

Postcode: \*

State: \*

Email address: \*

Confirm email address: \*

Mobile number:

Suggested addresses

No records found.

☐ Elect to receive SMS notifications and alerts from On-demand Transport

- Respond to the three suitability questions. If the answer to any of the questions is “Yes”, a space will display for additional information to be provided.
- Upload an NPC for the responsible officer. The NPC must be less than three months old at the time that the application is submitted.
- Upload proof of identity and residency for the responsible officer. Please refer to On-demand Booking Services page on the Department of Transport website:  
[www.transport.wa.gov.au/ODBSHome](http://www.transport.wa.gov.au/ODBSHome)
- When the suitability questions have been answered, the NPC and proof of identity and residency documents have been uploaded, click “Add responsible officer”.
- If you wish to nominate additional responsible officers repeat the above steps.

**Suitability**  
For a list of disqualification offences, please refer to the [On-demand booking services](#) page on the Department of Transport website.

1. Is the nominated Responsible Officer currently charged with a disqualification offence? \*

2. Has the nominated Responsible Officer been convicted of a disqualification offence? \*

3. Has the nominated Responsible Officer previously been the holder of an authorisation to provide an on-demand booking service, or of an equivalent authorisation in another State or a Territory, that has been cancelled, or had an application for authorisation refused? \*

**National police clearance**  
A National Police Clearance must be provided for all listed Responsible officer(s) and must be less than 3 months old at the time of submission.

Select a document to upload: \*

Document name:

**Proof of Identification and residency**  
Proof of identity and residency is required to be provided for each responsible officer. For full details on the documents that can be provided to meet this requirement please refer to the [On-demand booking services](#) page on the Department of Transport website.

Select a document to upload: \*

Document name:

**+ Add responsible officer**

**List of responsible officer details**

Name	Date of birth	Residential address	Email address <sup>1</sup>	Mobile number	Actions	Documents provided
No records found.						

<sup>1</sup> Communications from On-demand Transport in relation to the Booking Service Authorisation will be sent to the specified email address(es).  
 SMS alerts from On-demand Transport in relation to the Booking Service Authorisation may be sent to the specified mobile number.

[Back](#) [Cancel](#) [Resume later](#) [Next](#)

Note: an individual applicant will still be required to complete the responsible officer suitability steps of the application process.

- The responsible officer that has been added will be recorded in the “List of responsible officer details” table. Once confirmed that all details entered are correct and all responsible officers have been nominated click “Next”.

**List of responsible officer details**

Name	Date of birth	Residential address	Email address <sup>1</sup>	Mobile number	Actions	Documents provided
FICTITIOUS JO DELTA	1/1/1970	140 WILLIAM ST, PERTH WA 6000	fictitious_jo.delta@transport.wa.gov.au		<a href="#">Edit</a> <a href="#">Delete</a>	ODBS-test.pdf full-moon-415501_340.jpg
FICTITIOUS CHARLIE BROWN	1/1/1975	20 BROWN ST, EAST PERTH WA 6004	fictitious_charlie.brown@transport.wa.gov.au		<a href="#">Edit</a> <a href="#">Delete</a>	sample.pdf Coiled_Galaxy.jpg

<sup>1</sup> Communications from On-demand Transport in relation to the Booking Service Authorisation will be sent to the specified email address(es).  
 SMS alerts from On-demand Transport in relation to the Booking Service Authorisation may be sent to the specified mobile number.

[Back](#) [Cancel](#) [Resume later](#) [Next](#)

8. Each nominated responsible officer must be authorised by the ODBS to act on its behalf. A Statement of Authority template can be downloaded by clicking “Download statement of authority form here”. Once completed and signed by an approved person listed on the form template, please upload the completed form by clicking “Select a document to upload”.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help

Booking services authorisation application reference number: **1013155**

Roles and responsibilities Business details Applicant suitability Authorisation details Responsible officer(s) **Statement of Authority** Levy registration Review and confirm

**Statement of Authority for responsible officer(s)**

The Statement of Authority template below is to be completed and uploaded to nominate Responsible Officer(s) to act on behalf of an On-demand booking service.

[Download statement of authority form here](#)

Select a document to upload:\*

+ Select a document to upload

Document	Name
Statement of Authority for responsible officer(s)	Statement of Authority.pdf <a href="#">View</a> <a href="#">Delete</a>

[Back](#) [Cancel](#) [Resume later](#) [Next](#)

9. Once the Statement of Authority form has been uploaded click “Next”.

NOTE: If you are making application for an ODBS authorisation as an individual (sole trader) and you will also be the sole responsible officer for the booking service you will not be required to complete a Statement of Authority form. In this circumstance please tick the “I intend to be a responsible officer for this booking service”.

If you would like to add any other responsible officers in addition to yourself, you will be required to complete the process outlined above.

**Responsible officer(s)**

To be an authorised booking service, you must nominate at least one responsible officer who is deemed to be the representative of your booking service. This person must be directly involved in the day to day management. For further information refer to the [On-demand booking services](#) page on the Department of Transport website. Please note it is a requirement to have at least one responsible officer who resides in Western Australia.

☐ I intend to be a responsible officer for this booking service

First name:  Other names:  Surname: \*

Date of birth: \*  Driver's licence number:

Position title: \*



## Register for the On-demand Passenger Transport Levy (Levy)

1. Read the information provided to determine if your ODBS will be required to register for the Levy and declare if you are required to register for the Levy by selecting either “Yes” or “No” and click “Next”.

Overview Profile My Work Details **On-demand Transport** Vehicles Tools Help

Booking services authorisation application reference number: **1013155**

Roles and responsibilities Business details Applicant suitability Authorisation details Responsible officer(s) Statement of Authority **Levy registration** Review and confirm

### On-demand Passenger Transport Levy registration

It is a legislative requirement for all on-demand booking services that take bookings for on-demand passenger transport journeys that start and finish within the defined levy area to register as a taxpayer for the purposes of the on-demand passenger transport levy.

You are not required to register for the levy if your booking service will solely do one or more of the following:

1. take bookings for journeys that start and finish outside of the defined levy area;
2. take bookings for vehicles that are equipped to seat more than 12 adult persons (including the driver);
3. take bookings for vehicles that are propelled wholly by electricity.

All other on-demand booking services must register as a levy taxpayer.

If your booking service solely takes bookings for weddings, balls, funerals, tours or other special events in limousines or other luxury vehicles you can apply for an exemption from the levy. Please [click here](#) to access the application form if you wish to apply for an exemption from the levy.

Please note that until your application for an exemption has been assessed, you will need to register for the levy to continue your on-demand booking service authorisation application.

For full details on the on-demand passenger transport levy requirements, please refer to the [On-demand booking services](#) page on the Department of Transport website.

If you are required to register for the levy and fail to do so significant penalties may apply, your on-demand booking service authorisation may not be granted and you may be required to repay any levy amounts deemed to have accrued.

**Declaration:**

Having read the above I am required to register for the on-demand passenger transport levy. \*

☐ Yes ☒ No

[Back](#) [Cancel](#) [Resume later](#) [Next](#)

2. If you are required to register for the Levy, you must enter into a direct debit agreement with the Department of Transport.

Please enter your nominated bank account details, read the direct debit agreement and tick the declaration to confirm you have read and agreed to the terms and conditions. You will also need to tick the authorisation box agreeing to the authorisation declaration and click “Next”.

**Declaration:**

Having read the above I am required to register for the on-demand passenger transport levy. \*

☒ Yes ☐ No

On-demand Passenger Transport Levy payments must be made using a direct debit agreement.

Please provide the bank account details to be used for On-demand Passenger Transport Levy payments.

**Bank account for On-demand Passenger Transport Levy payments**

Account name: \*

BSB number: \* [nn-nn-nn]

Account number: \*

Financial institution: \*

**Request and authority to debit:**

☐ I, JANE CITIZEN on behalf of FICTITIOUS COMPANY PTY LTD, have read and agree to the terms and conditions governing direct debit arrangements between the Department of Transport and FICTITIOUS COMPANY PTY LTD as set out in this Request and in the [Direct Debit Request Service Agreement On-demand Booking Services - Levy Payments](#).

☐ I authorise the following:

1. The Department of Transport (User Id: 028423) to arrange for funds to be debited from the above mentioned account through the Bulk Electronic Clearing System (BECS).
2. The Department of Transport to verify the details of the above mentioned account with the Financial Institution.
3. The Financial Institution to release information allowing the Department of Transport to verify the above account details.

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## Application review, privacy statement and declaration.

1. You now have the opportunity to review the information you have provided in your ODBS authorisation application. Please read through the information carefully.

Overview Profile My Work Details **On-demand Transport** Vehicles Tools Help 0 Logout

Booking services authorisation application reference number: **1013155**

Roles and responsibilities Business details Applicant suitability Authorisation details Responsible officer(s) Statement of Authority Levy registration **Review and confirm**

Please review your application details

You have applied for your booking service to be authorised for:

Name: FICTITIOUS COMPANY PTY LTD

ACN:

ABN: 12345678911

Trading as:

Authorisation details:

The number of vehicles that you have requested to be authorised to dispatch work to within your authorisation period is: 2-5

Based on the selected number of vehicles the current Annual Authorisation fee is: \$470

Applicant suitability details:

1. Has the applicant previously been the holder of an authorisation to provide an on-demand booking service, or of an equivalent authorisation in another State or a Territory, that has been cancelled, or had an application for authorisation refused? No

2. Is the applicant currently charged with a disqualification offence? No

3. Has the applicant been convicted of a disqualification offence? No

Amount: \$113.00

Back Cancel Pay Now

2. Once you are satisfied with the information contained in your ODBS authorisation application, you will need to agree to the privacy statement by ticking “I have read and understood the privacy statement outlined above”.
3. The Declaration of acknowledgment is then required to be completed by ticking the statements listed.

- After the privacy statement and declaration of acknowledgement have been ticked, click “Pay Now”.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help

Booking services authorisation application reference number: **1013155**

Roles and responsibilities Business details Applicant suitability Authorisation details Responsible officer(s) Statement of Authority Levy registration **Review and confirm**

The Department of Transport is committed to protecting the confidentiality of your personal information in accordance with the *Transport (Road Passenger Services) Act 2018* ("the Act") and subsidiary regulations.

Information supplied in this application will be used by officers of the Department to assess your, and your responsible officer(s) eligibility and suitability to hold an On-Demand Booking Service Authorisation. If you do not provide this information your application can not proceed. The information you provide will be kept confidential, but may be disclosed to third parties for the purpose of confirming information you provide in this application. The personal information you provide may be disclosed to specified third parties as provided for in Part 7 of the Act, but otherwise will not be disclosed without your consent unless required or permitted by law.

Information on the status of your On-Demand Booking Service Authorisation will, in accordance with the Act, be published on the Department of Transport website in the interest of the public.

☐ I have read and understood the privacy statement outlined above.

**Declaration of acknowledgement**

It is a serious criminal offence to make a false or misleading statement in connection with an application for an authorisation.

☐ I certify the information provided in this application is true and correct.

☐ I understand that any statement or misrepresentation that I have made in this application which I know to be false is an offence under the *Transport (Road Passenger Services) Act 2018*.

☐ I have authority to act on behalf of FICTITIOUS COMPANY PTY LTD.

Amount: \$113.00

Back Cancel **Pay Now**

## How to pay your ODBS application fees in DoTDirect

Your ODBS authorisation account will now appear in your “To-do list” in the overview of your DoTDirect account profile. This account must be paid within 28 days to enable your ODBS authorisation account to be submitted and assessed by the Department.

- To pay this account click “Checkout item(s)”

Overview Profile My Work Details On-demand Transport Vehicles Tools Help

Overview - FICTITIOUS COMPANY PTY LTD

**Event timeline**

All events

When	Date	Event
No records found.		

**To-do list**

When	Date	To-do	Action
28 days	20/4/2021	The on-demand booking service authorisation application fee account is available for payment.	<a href="#">Remove from trolley</a> <b>Checkout 1 item(s)</b>

2. The account amount due will display, click “Next” to pay the account and lodge your ODBS authorisation application.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help Logout

### Checkout

Trolley Confirmation Payment Complete

**Your trolley**

**Note:** You can only select a maximum of 20 payments to process at once. There is also a maximum total of \$20,000.00 that can be made in one payment.

Some payments require further information to be provided e.g. the period you would like to renew your vehicle licence for. The payment wizard will take you through the process to enter any mandatory information required for payments.

**You have 1 item(s) in your trolley.** View as: [List] [Grid] [Icon] Remove all items

**On-demand booking service authorisation application fee**

Application number: 1013155

Payment due: 20/4/2021

Amount: \$113.00

Remove from trolley

Total: \$113.00

Cancel Next

3. Tick the declaration “I have reviewed the above terms and confirm that all information shown is correct” and Click “Proceed to payment”.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help Logout

### Checkout

Trolley Confirmation Payment Complete

**Confirm**

Please review your items and select *Proceed to payment* to confirm or *Back* to make changes.

**On-demand booking service authorisation application fee**

Application number: 1013155

Amount: \$113.00

☐ I have reviewed the above items and confirm that all information shown is correct.

Back Proceed to payment

4. Enter your credit card details to pay the application fee and click “Process Payment”.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help Logout



### Checkout

Trolley Confirmation **Payment** Complete

#### Credit card details

Please enter the details of the credit or debit card to be used for payment.

Amount \$113.00

We accept Mastercard or Visa.  

Cardholder Name:

Card Number:

Expiry Date:

CVN:

**Process Payment**

5. Once the payment has been processed, a receipt will be available for you to download. Click “Download receipt” if you wish to save or print a copy of your receipt.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help Logout

### Checkout

Trolley Confirmation Payment **Complete**


#### Order complete

Your payment has been accepted. [Print payment summary](#)

It is important that you print or save your receipt or record the receipt number as proof of your payment.

A copy of your receipts has been emailed to [odttest2@transport.wa.gov.au](mailto:odttest2@transport.wa.gov.au).

#### On-demand booking service authorisation application fee



Application number: 1013155  
Receipt #: 115612144

Amount \$113.00 **Download receipt**

#### Payment details

Amount: \$113.00  
Date & time submitted: 23/3/2021 8:54 AM  
Card number: 5123 45XX XXXX X346

[Return to my overview](#)



Government of **Western Australia**  
Department of **Transport**

**ABN 27 285 643 255**

### **On-demand Booking Service Authorisation Application Fee Payment Receipt**

#### **Receipt Details**

Receipt Number: **115612144**  
Account Number: 011091902149  
Tax Invoice Issue Date: 23/03/2021  
Applicant: FICTITIOUS COMPANY PTY LTD  
Customer Number: 6558995  
Application number: 1013155  
Payment Description: ON-DEMAND TRANSPORT BOOKING SERVICE APPLICATION FEE

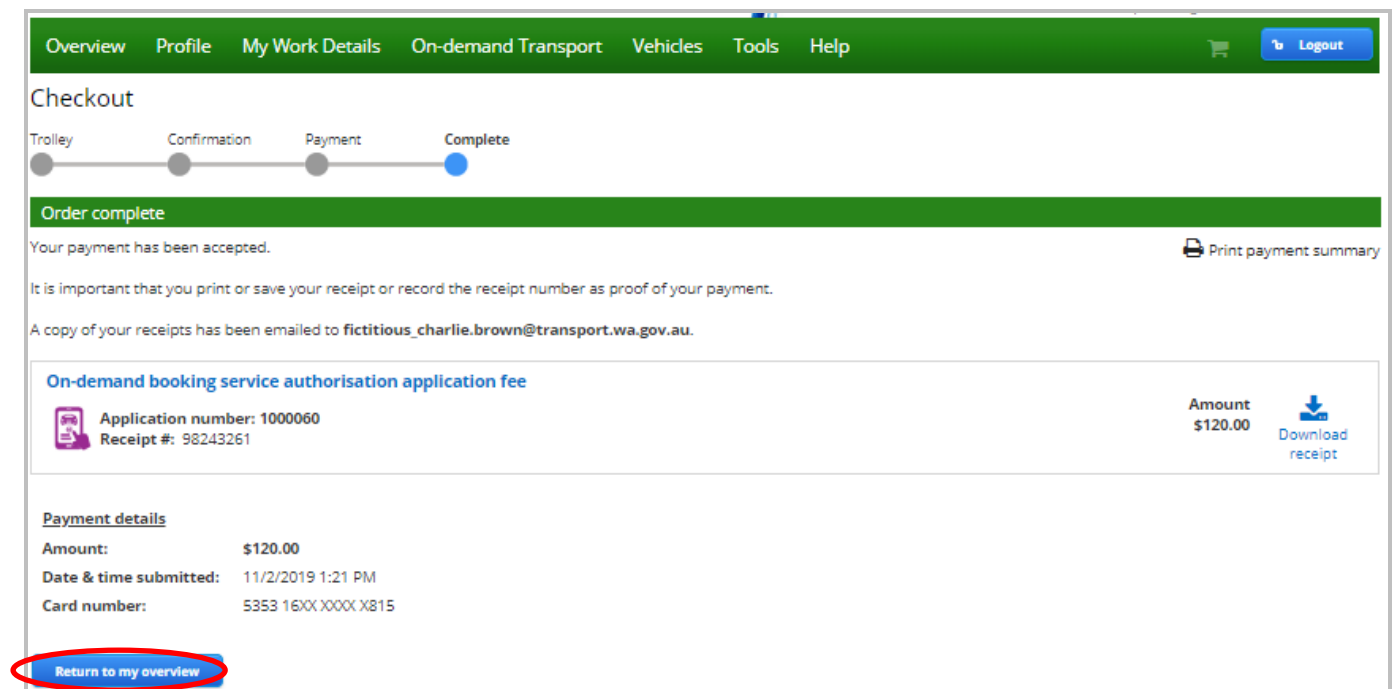
#### **Payment Details**

Fee:	\$113.00
<b>Total:</b>	<b>\$113.00</b>

#### **Notes**

It is important that you print this page or record the receipt number(s) as proof of your payment. You may be asked to provide your receipt details should you have an enquiry regarding this payment.

6. You can now click “Return to my overview”.



Now that your application for an ODBS authorisation has been successfully lodged, the Department of Transport will assess your application and notify you of the outcome once the assessment process has been completed.

If at any time during the assessment process any additional information is required, you will be contacted and asked to provide the necessary information to assist in the assessment of your application.

Upon receiving notification of a successful application outcome, you will be required to pay the annual ODBS authorisation fee, prior to being granted a formal authorisation document.

# Cancelling ODBS applications

## Automatically cancelled applications

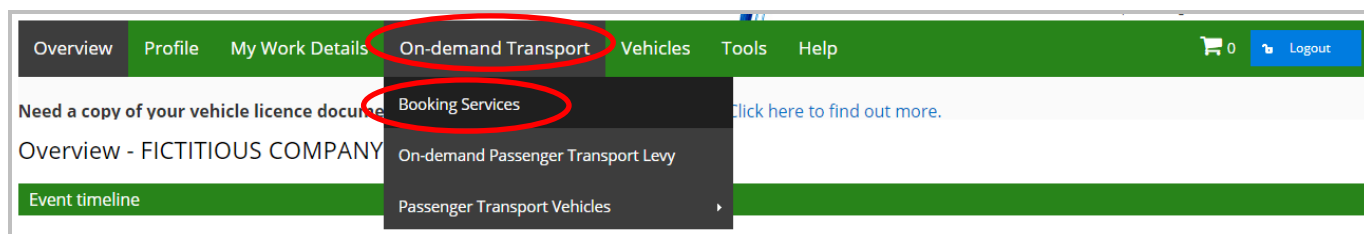
DoTDirect will automatically cancel an application which has not been lodged within 28 days, or where the application fee payment remains unpaid after 28 days.

The applicant and all recorded nominated persons who have an email address recorded (at the time the cancellation email is to be sent) will be sent a notification of the cancelled application. If no email address is registered, DoT will send a letter to those nominated persons

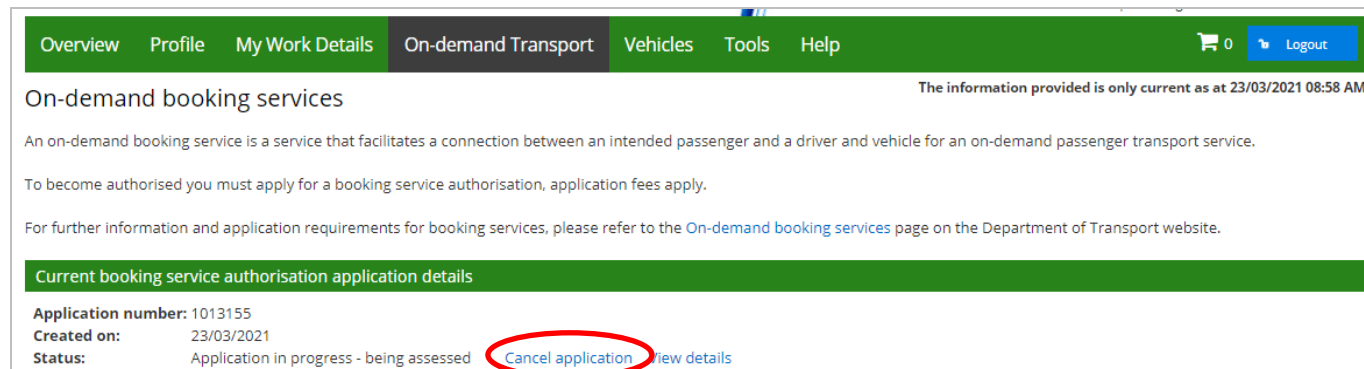
## Cancelling an ODBS authorisation application in DoTDirect

If you no longer wish to proceed with an application for ODBS authorisation, you can cancel your application from your DoTDirect account. Please note there are no refunds for the application fee that has been paid.

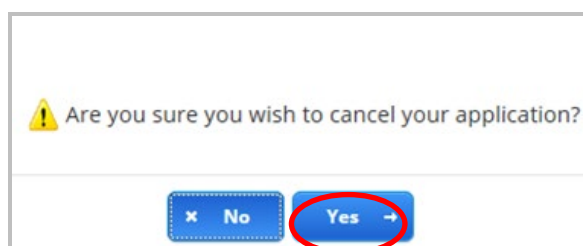
1. Select the “On-demand Transport” menu and click “Booking Services” from the drop-down menu.



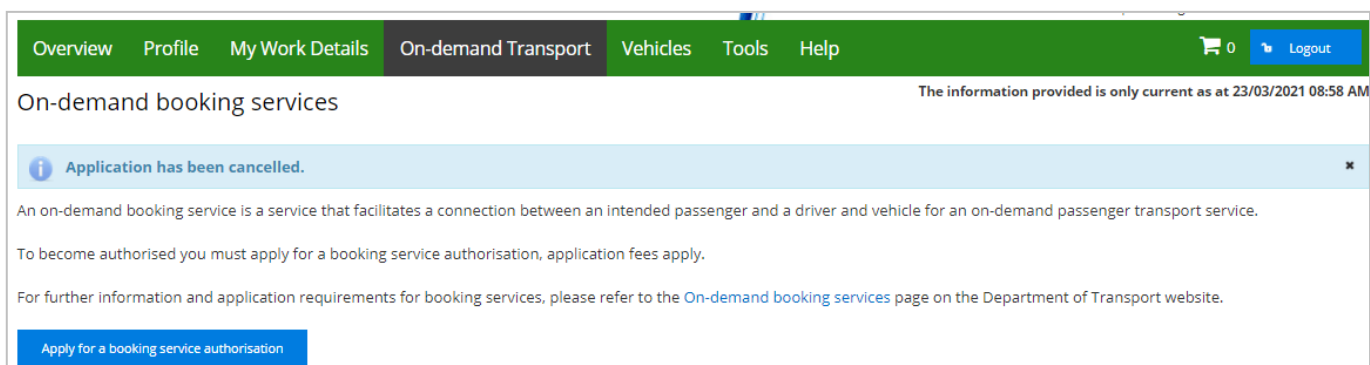
2. To cancel your application for ODBS authorisation, click “Cancel application”



3. A confirmation message will be displayed. Click “Yes” if you wish to continue cancelling your application.



#### 4. Information will display that the application has been cancelled.



## Managing ODBS authorisation in DoTDirect

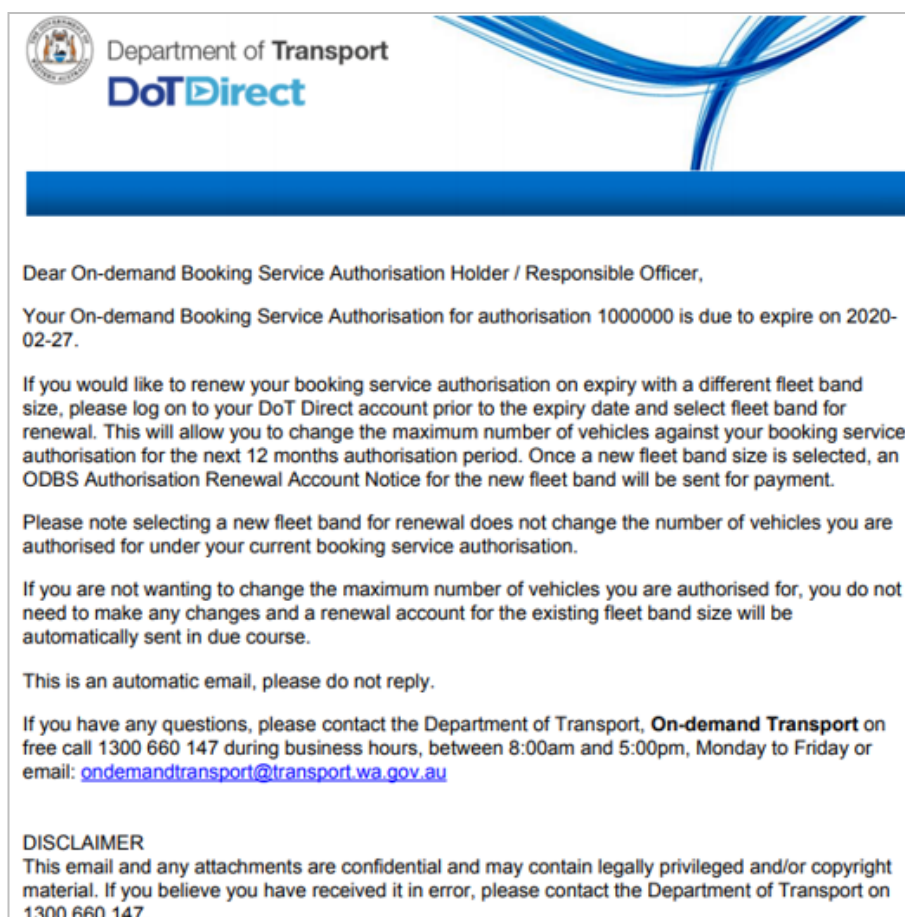
Once your ODBS authorisation application is approved, the authorisation details will be available through your ODBS DoTDirect account. From here you will be able to manage your ODBS authorisation and make changes to your direct debit account details, responsible officers and manage the registered business names associated to your ODBS.

### Renewing your annual ODBS authorisation

Your ODBS authorisation is valid for 12 months from the date it was granted. The expiry date of the authorisation will be listed on your ODBS Authorisation Document or on the On-demand Transport booking services tab in your DoTDirect account.

1. Eight weeks prior to the expiry of your current ODBS authorisation, you will receive an automated email from DoT saying that your authorisation is due to expire and inviting you to renew for the following 12 months.






The email will advise that you can either renew your ODBS authorisation for the same fleet size band (fee level) as your current authorisation, or you can renew for a different fleet band size using DoTDirect.






## Renewing for the same fleet band size

1. If you wish to renew your ODBS authorisation for the same fleet band size as your current authorisation, you do not need to do anything in response to the Invitation to Renew email.
2. Six weeks prior to the expiry of your current ODBS authorisation, an ODBS Authorisation Renewal Account Notice will be emailed to you for payment via DoTDirect, B-Pay, mail or in person at a DoT Centre. The Account Notice will also be available in your To-do list in DoTDirect.

 Government of Western Australia Department of Transport		On-demand Booking Service Authorisation Renewal Account Notice	
<b>FIRST AND FINAL NOTICE</b>		<b>ABN: 27 285 643 255</b>	
<div></div>		AUTHORISATION NUMBER	
		PAYMENT DUE BEFORE	
		ACCOUNT NUMBER	
		TOTAL AMOUNT DUE	
		Enquiries: ☎ 1300 660 147 🌐 <a href="http://www.transport.wa.gov.au">www.transport.wa.gov.au</a>	
<b>Warning:</b> If this account is not paid by the due date, the authorisation will expire immediately and a new application will need to be made - fees will apply.			
<p>This On-demand Booking Service authorisation renewal account notice is issued under section 39 of the <i>Transport (Road Passenger Services) Act 2018</i>. Upon payment of this account, the Department of Transport will issue you with an authorisation document including the conditions that apply.</p> <p>The annual authorisation fee payable on this account is calculated based on the number of vehicles you have requested to be authorised for. If this or any information contained in this account notice is incorrect, please contact the Department of Transport on 1300 660 147.</p>			
On-demand Booking Service provider: <div></div>			
Authorisation number: <div></div>			
Current authorisation expiry date: <div></div>			
New authorisation expiry date: <div></div>			
Maximum number of vehicles authorised for: <div></div>			
Annual authorisation fee payable: <div></div>			
<hr/>			
<b>PAYMENT ADVICE</b>		Do NOT detach unless paying by mail	
 Biller Code: <div></div> Ref: <div></div>		ACCOUNT NUMBER	
BRAY* this payment via Internet or phone banking.		TOTAL AMOUNT DUE	
 DoTDirect online account holders: visit <a href="http://www.dotdirect.com.au">www.dotdirect.com.au</a> to login and pay using the account number provided.			
 MAIL		Detach <b>PAYMENT ADVICE</b> and mail with cheque to Department of Transport Payment Centre, <b>GPO Box C102, Perth WA 6839</b> . Cheques are accepted subject to being met on first presentation. Make cheques payable to "Department of Transport".	
 PERSON		Pay in person at Department of Transport (DoT), On-demand Transport, 20 Brown Street East Perth (no cash payments), any Driver and Vehicle Services (DVS) centre, regional DoT office or authorised agent (not Australia Post outlets).	

3. If you have elected to pay ODBS authorisation fees by Direct Debit, the ODBS Authorisation Renewal Account Notice only will be emailed to you. You will not receive an Account Notice, nor will an Account appear in your DoTDirect To-do list.
4. The Account Notice will specify when the Direct Debit payment will be requested from your nominated bank account so you can make sure there are sufficient funds available.



Government of **Western Australia**  
Department of **Transport**

**On-demand Booking Service  
Authorisation Renewal Account Notice**

**FIRST AND FINAL NOTICE**

**ABN: 27 285 643 255**

AUTHORISATION NUMBER

PAYMENT DEBIT DATE

ACCOUNT NUMBER

DEBIT AMOUNT

Enquiries:  
☎ 1300 660 147  
🌐 [www.transport.wa.gov.au](http://www.transport.wa.gov.au)

**Warning:** If your direct debit payment is not successful your authorisation will not be granted.

This On-demand Booking Service authorisation renewal account notice is issued under section 39 of the *Transport (Road Passenger Services) Act 2018*. Upon payment of this account, the Department of Transport will issue you with an authorisation document including the conditions that apply.

The annual authorisation fee payable on this account is calculated based on the number of vehicles you have requested to be authorised for. If this or any information contained in this account notice is incorrect, please contact the Department of Transport on 1300 660 147.

On-demand Booking Service provider:

Authorisation number:

Current authorisation expiry date:

New authorisation expiry date:

Maximum number of vehicles to be authorised for:

Annual authorisation fee payable:

**PAYMENT ADVICE**

Direct debit information

Debit amount:

Debit date:

5. Once the ODBS Authorisation Renewal Account Notice is fully paid, a new ODBS Authorisation document will be emailed to you. The new 12 month authorisation will commence the day after expiry of the previous authorisation.

## Renewing for a different fleet band size

Once you have been sent the Invitation to Renew your ODBS authorisation email (8 weeks prior to expiry), you can change your fleet size band and fee payable for the next 12 months. This can only be done via DoTDirect. Your fleet band cannot be increased if there are any outstanding NPCs for the Responsible Officers.

1. Log in to your DoTDirect account and select the individual or entity profile that you are authorised as an ODBS under.
2. Click on the On-demand Transport top menu item and Booking Services to see your current authorisation as an ODBS.
3. A new button called "Select fleet band for renewal" will be visible.

Overview Profile My Work Details **On-demand Transport** Vehicles Tools Help

On-demand booking services The information provided is only current as at 23/03/2021 11:45 AM

Under Section 39 of the *Transport (Road Passenger Services) Act 2018*, your authorisation as an On-demand Booking Service will expire on the date specified below.

For further information on booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

**Current booking service authorisation details**

Authorisation number: 1000442  
Authorisation holder: FICTITIOUS PTY LTD  
Trading as:  
Issued date: 27/3/2019  
Expiry date: 26/4/2021  
Status: Active  
Maximum number of vehicles authorised for: Unlimited

To renew your booking service authorisation with a different fleet band than your current authorisation, please click here [Select fleet band for renewal](#)

Note: Selecting a new fleet band for renewal does not change the number of vehicles you are authorised for under your current booking service authorisation

To surrender your current booking service authorisation, please click here [Surrender authorisation](#)

To manage the business names registered to your current booking service authorisation, please click here [Manage business names](#)

+ Direct debit bank account details for authorisation fee payments

+ Responsible officers' details

4. After selecting fleet band for renewal, a new screen will display.
5. Select your new fleet size band and the corresponding annual authorisation fee by clicking in the appropriate radio button, then click 'Update details'.

Overview Profile My Work Details **On-demand Transport** Vehicles Tools Help

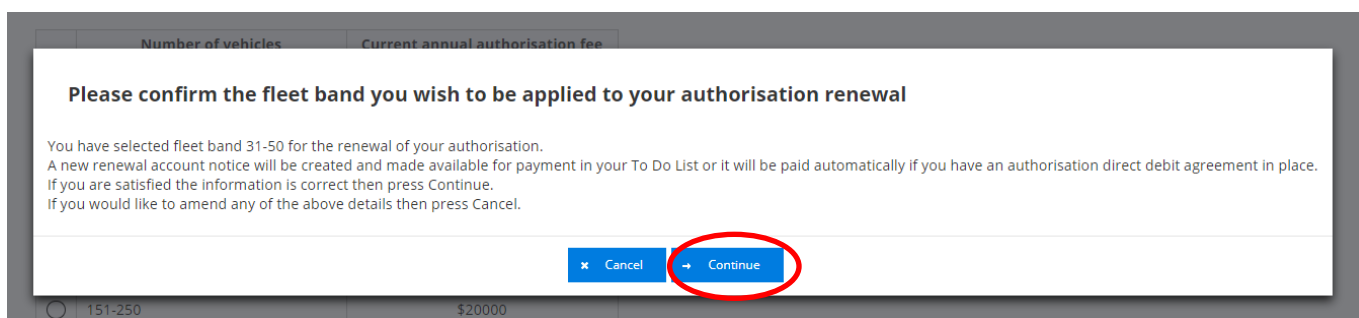
Select fleet band:

Please select a fleet band below for your authorisation renewal, which will be the number of vehicles that you will be authorised to dispatch work to when you have paid your renewal account.

	Number of vehicles	Current annual authorisation fee
<input type="radio"/>	1	\$250
<input type="radio"/>	2-5	\$470
<input checked="" type="radio"/>	6-15	\$1380
<input type="radio"/>	16-30	\$2750
<input type="radio"/>	31-50	\$4500
<input type="radio"/>	51-90	\$7400
<input type="radio"/>	91-150	\$12300
<input type="radio"/>	151-250	\$20000
<input type="radio"/>	251-500 vehicles	\$33000
<input type="radio"/>	Over 500 vehicles	\$65000

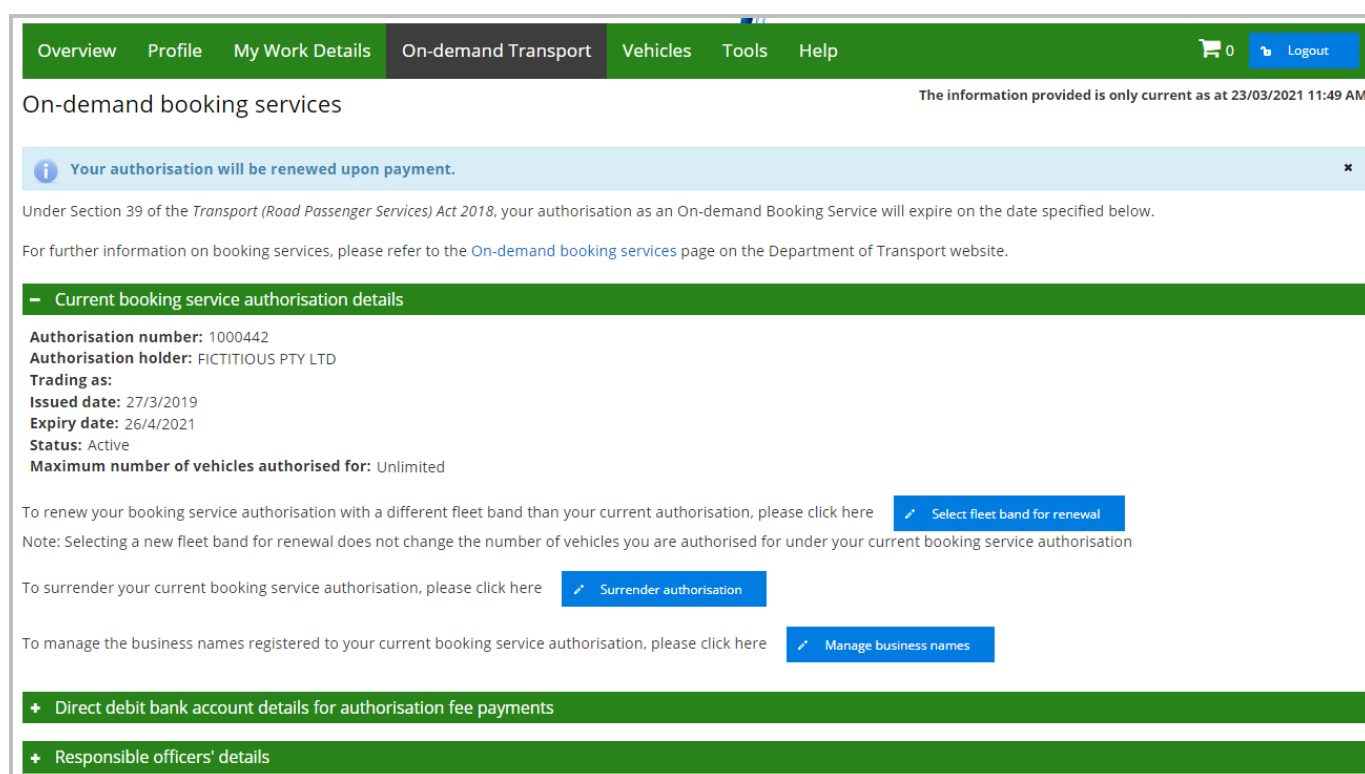
[Update details](#) [Cancel](#)

- After pressing Update Details, a pop-up screen will appear asking you to confirm the fleet size band you wish to be applied to your authorisation renewal. Click “Continue” for yes, or “Cancel” to go back and change.



The screenshot shows a confirmation dialog box with the title "Please confirm the fleet band you wish to be applied to your authorisation renewal". The text inside states: "You have selected fleet band 31-50 for the renewal of your authorisation. A new renewal account notice will be created and made available for payment in your To Do List or it will be paid automatically if you have an authorisation direct debit agreement in place. If you are satisfied the information is correct then press Continue. If you would like to amend any of the above details then press Cancel." At the bottom right, there are two buttons: "Cancel" and "Continue". The "Continue" button is highlighted with a red circle.

- Once you have clicked “Continue”, you will be returned to your ODBS overview page. A new statement will have been added that indicates your authorisation will be renewed upon payment.



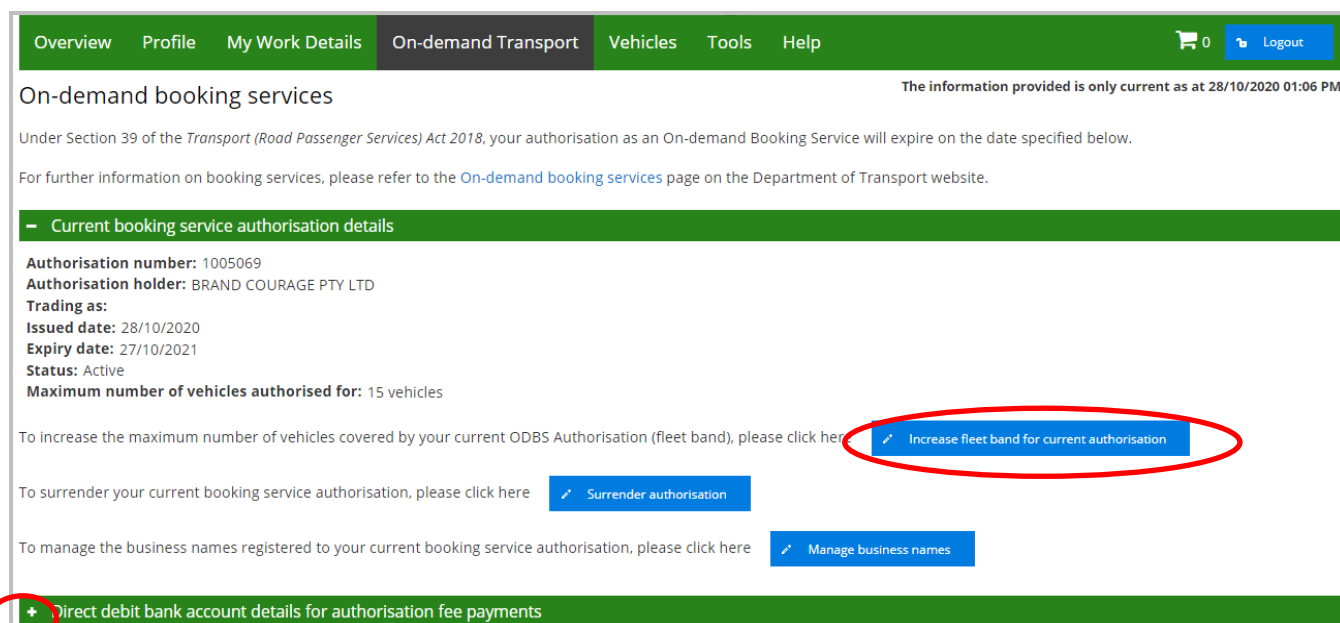
The screenshot shows the ODBS overview page. The top navigation bar includes links for Overview, Profile, My Work Details, On-demand Transport, Vehicles, Tools, and Help. A message at the top states: "Your authorisation will be renewed upon payment." Below this, a section titled "Current booking service authorisation details" lists the following information: Authorisation number: 1000442, Authorisation holder: FICTITIOUS PTY LTD, Trading as: Issued date: 27/3/2019, Expiry date: 26/4/2021, Status: Active, Maximum number of vehicles authorised for: Unlimited. There are three links with buttons: "Select fleet band for renewal", "Surrender authorisation", and "Manage business names". At the bottom, there are two expandable sections: "Direct debit bank account details for authorisation fee payments" and "Responsible officers' details".

- If you have changed your fleet size band, a new ODBS Authorisation Renewal Account Notice will be sent immediately for payment.
- The Renewal Account Notice will be emailed to you and shown in your DoTDirect To Do list if you are not using Direct Debit. Payment options available include DoTDirect, B-Pay, mail or in person at a DoT Centre.
- Once the ODBS Authorisation Renewal Account Notice is fully paid, a new ODBS authorisation document will be emailed to you.
- The new 12 month authorisation at the new fleet size band will commence the day after expiry of the previous authorisation.

## Increasing the fleet band for the current authorisation

1. To increase the maximum number of vehicles covered by your current ODBS Authorisation, click 'Increase fleet band for current authorisation'.

**Note:** this button will not be available if your current authorisation is due to expire in the next 8 weeks. Please see [Renewing for a different fleet band size](#) for instructions on how to change your fleet band when you renew your ODBS authorisation.



Overview Profile My Work Details On-demand Transport Vehicles Tools Help

On-demand booking services The information provided is only current as at 28/10/2020 01:06 PM

Under Section 39 of the *Transport (Road Passenger Services) Act 2018*, your authorisation as an On-demand Booking Service will expire on the date specified below.

For further information on booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

**Current booking service authorisation details**

Authorisation number: 1005069  
Authorisation holder: BRAND COURAGE PTY LTD  
Trading as:  
Issued date: 28/10/2020  
Expiry date: 27/10/2021  
Status: Active  
Maximum number of vehicles authorised for: 15 vehicles

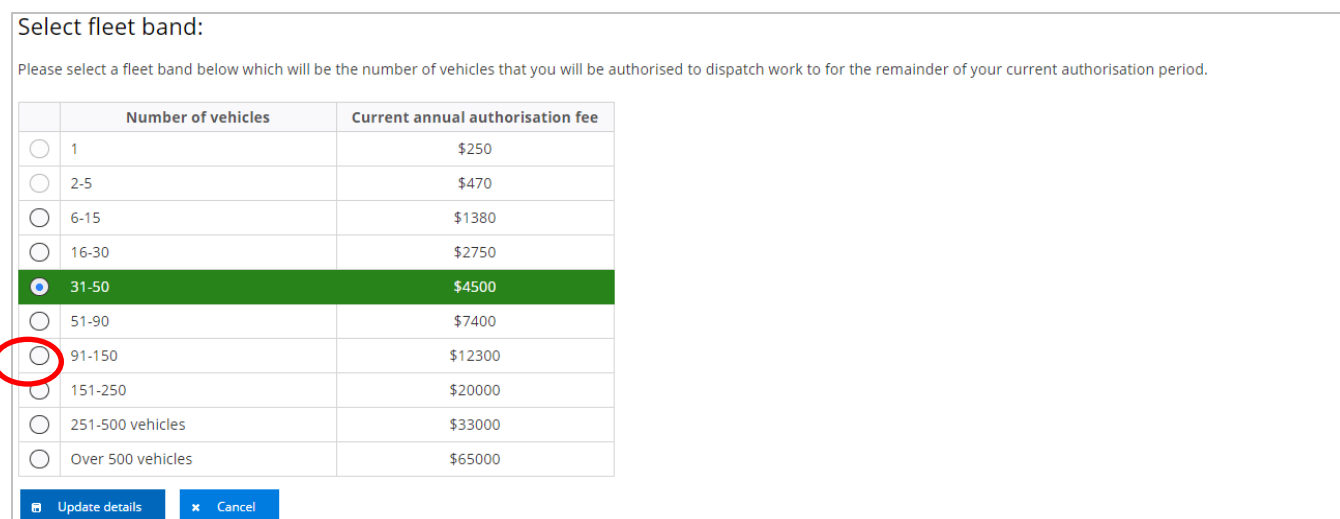
To increase the maximum number of vehicles covered by your current ODBS Authorisation (fleet band), please click here [Increase fleet band for current authorisation](#)

To surrender your current booking service authorisation, please click here [Surrender authorisation](#)

To manage the business names registered to your current booking service authorisation, please click here [Manage business names](#)

**+ Direct debit bank account details for authorisation fee payments**

2. Select the fleet band corresponding to the maximum number of vehicles that you wish to be authorised to dispatch work to for the remainder of your current authorisation period. You are only able to select a fleet band size higher than the current fleet band size.



Select fleet band:

Please select a fleet band below which will be the number of vehicles that you will be authorised to dispatch work to for the remainder of your current authorisation period.

	Number of vehicles	Current annual authorisation fee
<input type="radio"/>	1	\$250
<input type="radio"/>	2-5	\$470
<input type="radio"/>	6-15	\$1380
<input type="radio"/>	16-30	\$2750
<input checked="" type="radio"/>	31-50	\$4500
<input type="radio"/>	51-90	\$7400
<input type="radio"/>	91-150	\$12300
<input type="radio"/>	151-250	\$20000
<input type="radio"/>	251-500 vehicles	\$33000
<input type="radio"/>	Over 500 vehicles	\$65000

A confirmation message will display. An account notice for the revised authorisation fee will be created and made available for payment in your 'To Do List' or it will be paid automatically if you have an authorisation direct debit agreement in place. The account notice is calculated pro-rata.

The increased fleet band will not come into effect until the account is paid. The revised authorisation fee is the difference between the new and previous fleet band fees, applied to the number of days remaining on the current authorisation.

Click Continue if you are okay with the change, or Cancel to return to select another fleet band.

**Please confirm you wish to change the fleet band.**

You are about to change fleet band to 31-50.  
 An account notice for the revised authorisation fee will be created and made available for payment in your To Do List or it will be paid automatically if you have an authorisation direct debit agreement in place.  
 The increased fleet band will not come into effect until the account is paid.  
 The revised authorisation fee is the difference between the new and previous fleet band fees, applied to the number of days remaining on the current authorisation.  
 If you are satisfied the information is correct then press Continue.  
 If you would like to amend any of the above details then press Cancel.

3. A message on your DoTDirect will show advising that your fleet band will change once the account is paid.

Overview Profile My Work Details **On-demand Transport** Vehicles Tools Help 0 Logout

On-demand booking services The information provided is only current as at 28/10/2020 01:09 PM

**Your fleet band will be updated upon payment.**

Under Section 39 of the *Transport (Road Passenger Services) Act 2018*, your authorisation as an On-demand Booking Service will expire on the date specified below.

For further information on booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

**Current booking service authorisation details**

**Authorisation number:** 1005069  
**Authorisation holder:** BRAND COURAGE PTY LTD  
**Trading as:**  
**Issued date:** 28/10/2020  
**Expiry date:** 27/10/2021  
**Status:** Active  
**Maximum number of vehicles authorised for:** 15 vehicles

To increase the maximum number of vehicles covered by your current ODBS Authorisation (fleet band), please click here [Increase fleet band for current authorisation](#)

To surrender your current booking service authorisation, please click here [Surrender authorisation](#)

To manage the business names registered to your current booking service authorisation, please click here [Manage business names](#)

[Direct debit bank account details for authorisation fee payments](#)

[Responsible officers' details](#)

4. To finalise the increase the fleet band, select the item on the 'To-do list' and click "Add to trolley".

**Event timeline**

**All events**

When	Date	Event
11 months	27/10/2021	On-demand booking service authorisation 1005069 expires on 27/10/2021

**To-do list**

When	Date	To-do	Action
14 days	11/11/2020	The on-demand booking service change of fleet band fee account is available for payment (account number 011089048336).	<a href="#">Add to trolley</a>

Checkout 0 item(s)

## 5. Proceed to the checkout.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help

Did you know? You can now change your NHV categories online. Click here to find out more.

Overview - BRAND COURAGE PTY LTD

Event timeline

Events

Booking

Recently added Item(s):

On-demand booking service fleet band fee

Change of fleet band from 6-15 to 31-50

Payment due: 11/11/2020

Amount: \$3,120.00

Estimated total: \$3,120.00

Empty trolley

Checkout 1 item(s)

## 6. Select the 'Next' button.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help

Checkout

Trolley Confirmation Payment Complete

Your trolley

Note: You can only select a maximum of 20 payments to process at once. There is also a maximum total of \$20,000.00 that can be made in one payment.

Some payments require further information to be provided e.g. the period you would like to renew your vehicle licence for. The payment wizard will take you through the process to enter any mandatory information required for payments.

You have 1 item(s) in your trolley.

View as:

Remove all items

On-demand booking service fleet band fee

Change of fleet band from 6-15 to 31-50

Payment due: 11/11/2020

Amount: \$3,120.00

Total: \$3,120.00

Cancel Next

7. Enter your card details and click “Process payment”.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help Logout



### Checkout

Trolley Confirmation **Payment** Complete

#### Credit card details

Please enter the details of the credit or debit card to be used for payment.

**Amount** \$3,120.00

We accept Mastercard or Visa.  

**Cardholder Name**

**Card Number**

**Expiry Date**

**CVN**

[Process Payment](#)

8. An email which includes the receipt will be sent to the Authorisation holder, the log-in user and all responsible officers.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help Logout

### Checkout

Trolley Confirmation Payment **Complete**


#### Order complete

Your payment has been accepted. [Print payment summary](#)

It is important that you print or save your receipt or record the receipt number as proof of your payment.

A copy of your receipts has been emailed to

**On-demand booking service fleet band fee**

 **Change of fleet band from 6-15 to 31-50**  
Receipt #: 112403664

**Amount** \$3,120.00 [Download receipt](#)

**Payment details**

**Amount:** \$3,120.00

**Date & time submitted:** 28/10/2020 1:26 PM

**Card number:** 5123 45XX XXXX X346

[Return to my overview](#)



## Direct debit bank account details for authorisation fee payments

### Changing the direct debit account details for the authorisation fee payments

1. To change your nominated bank account details for authorisation fee direct debit details, click “Change details”.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help

On-demand booking services The information provided is only current as at 24/03/2021 02:00 PM

Under Section 39 of the *Transport (Road Passenger Services) Act 2018*, your authorisation as an On-demand Booking Service will expire on the date specified below.

For further information on booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

— Current booking service authorisation details

Authorisation number: 1000442  
Authorisation holder: FICTITIOUS PTY LTD  
Trading as: OLA AUSTRALIA PTY LTD  
Issued date: 27/3/2019  
Expiry date: 26/4/2021  
Status: Active  
Maximum number of vehicles authorised for: Unlimited

To renew your booking service authorisation with a different fleet band than your current authorisation, please click here [Select fleet band for renewal](#)

Note: Selecting a new fleet band for renewal does not change the number of vehicles you are authorised for under your current booking service authorisation

To surrender your current booking service authorisation, please click here [Surrender authorisation](#)

To manage the business names registered to your current booking service authorisation, please click here [Manage business names](#)

— Direct debit bank account details for authorisation fee payments

Booking service authorisation fee payments will currently be direct debited from account: Not selected

[Change details](#)

2. The Change direct debit bank account details page will display. Enter the new bank account details.

**Note:** changes to direct debit details will take effect on the next business day. If any existing transactions fall due before the next business day, the direct debit will be completed using your current account details.

3. You will then need to read and agree to the direct debit agreement and agree to the terms and conditions that govern direct debit arrangements with the Department of Transport and authorise the direct debit arrangement.

Direct debit bank account details

Bank account for booking service authorisation fee payments

Account name: \*

BSB number: \*

Account number: \*

Financial institution: \*

Request and authority to debit:

☐ I, JANE CITIZEN on behalf of FICTITIOUS PTY LTD, have read and agree to the terms and conditions governing direct debit arrangements between the Department of Transport and FICTITIOUS PTY LTD as set out in this Request and in the [Direct Debit Request Service Agreement On-demand Booking Services - Authorisation](#).

☐ I authorise the following:

1. The Department of Transport (User Id: 028423) to arrange for funds to be debited from the above mentioned account through the Bulk Electronic Clearing System (BECS).
2. The Department of Transport to verify the details of the above mentioned account with the Financial Institution.
3. The Financial Institution to release information allowing the Department of Transport to verify the above account details.

[Update details](#) [Cancel](#)

4. Click “Update details”.

5. A message will display with the updated bank details requesting you confirm the changes. Click "Continue".

**Please confirm your changes**

**Booking services authorisation fee payments will be directly debited from account:**

**Account name:** Fictitious Charlie Brown  
**BSB number:** 066-173  
**Financial institution:** Commonwealth Bank of Australia  
**Account number:** 12345678

NB: The account details above will take effect on the next business day.

If you are satisfied the information is correct then press *Continue*.  
If you would like to amend any of the above details then press *Cancel*.

6. A message will display confirming that the direct debit details have been successfully updated, and that a confirmation email has been sent. The email will be sent to the Authorisation holder, the log-in user and all responsible officers.

Representing FICTITIOUS PTY LTD

Overview Profile My Work Details On-demand Transport Vehicles Tools Help

1 Logout

On-demand booking services

The information provided is only current as at 24/03/2021 02:11 PM

Direct debit details have been updated successfully and a confirmation email has been sent.

Under Section 39 of the *Transport (Road Passenger Services) Act 2018*, your authorisation as an On-demand Booking Service will expire on the date specified below.

For further information on booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

Current booking service authorisation details

Authorisation number: 1000442  
Authorisation holder: FICTITIOUS PTY LTD

## Managing responsible officers in DoTDirect

You can manage your ODBS responsible officers in DoTDirect, this includes changing details such as the responsible officer's position title and contact details. You can also add and delete responsible officers.

NOTE: Each time you add a new responsible officer, a change of responsible officer fee is payable.

### Updating responsible officers' details

1. Click "+ Responsible officers' details" to display the list of responsible officers.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help

On-demand booking services The information provided is only current as at 24/03/2021 02:13 PM

Under Section 39 of the *Transport (Road Passenger Services) Act 2018*, your authorisation as an On-demand Booking Service will expire on the date specified below.

For further information on booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

— Current booking service authorisation details

**Authorisation number:** 1000442  
**Authorisation holder:** FICTITIOUS PTY LTD  
**Trading as:** OLA AUSTRALIA PTY LTD  
**Issued date:** 27/3/2019  
**Expiry date:** 26/4/2021  
**Status:** Active  
**Maximum number of vehicles authorised for:** Unlimited

To renew your booking service authorisation with a different fleet band than your current authorisation, please click here [Select fleet band for renewal](#)

Note: Selecting a new fleet band for renewal does not change the number of vehicles you are authorised for under your current booking service authorisation

To surrender your current booking service authorisation, please click here [Surrender authorisation](#)

To manage the business names registered to your current booking service authorisation, please click here [Manage business names](#)

+ Direct debit bank account details for authorisation fee payments

+ Responsible officers' details

Click "Change details" button for the responsible officer that you want to update the details for.

— Responsible officers' details

To request a new Responsible Officer be added, to act on behalf of an On-demand Transport booking service, click on the following: [+ Add Responsible Officer](#)

Name	Position title	Email address <sup>1</sup>	Mobile number	Next assessment date	Actions
Jane Citizen	Manager	fictitious_charlie.brown@transport.wa.gov.au		11/2/2024	<a href="#">Change details</a> <a href="#">Remove</a>
John Citizen	Deputy Manager	fictitious_jo.delta@transport.wa.gov.au		11/2/2024	<a href="#">Change details</a> <a href="#">Remove</a>

2. Update the information in the field/s that you want to make changes to. The information fields that can be updated are position title, email address, mobile number and electing to receive SMS notifications. The position title and email address fields are mandatory fields.

3. Once the necessary changes have been made click “Update details”

Overview Profile My Work Details On-demand Transport Vehicles Tools Help

Change responsible officer details

Contact details

Please provide us with the following information so that we can update our records.

\* Indicates required fields.

Name: Tracy Charles

Position title: \* DIRECTOR

Email address: dummy@nothing.com.au

Mobile: 0491570110

☒ Elect to receive SMS notifications and alerts from On-demand Transport

Update details Cancel

4. When the changes have been saved, an information message will briefly display advising that the responsible officer's contact details have been updated. This information will also be displayed on the ODBS screen.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help

On-demand booking services

The information provided is only current as at 24/03/2021 02:18 PM

Responsible officers contact details have been updated.

Under Section 39 of the *Transport (Road Passenger Services) Act 2018*, your authorisation as an On-demand Booking Service will expire on the date specified below.

For further information on booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

Current booking service authorisation details

Authorisation number: 1000442

Authorisation holder: FICTITIOUS PTY LTD

5. To display the updated responsible officer's details, Click “+ Responsible officers' details”.

For further information on booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

Current booking service authorisation details

Authorisation number: 1000060

Authorisation holder: FICTITIOUS TOUR AND TRAVEL

Trading as: FICTITIOUS TRAVEL

Issued date: 11/2/2019

Expiry date: 10/2/2020

Status: Active

Maximum number of vehicles authorised for: 500 vehicles

Direct debit bank account details for authorisation fee payments

Responsible officers' details

6. The list of responsible officers with their current details will now display.

Responsible officers' details

To request a new Responsible Officer be added, to act on behalf of an On-demand Transport booking service, click on the following: + Add Responsible Officer

Name	Position title	Email address <sup>1</sup>	Mobile number	Next assessment date	Actions
Jane Citizen	Director	new_fictitious_charlie.brown@transport.wa.gov.au		11/2/2024	<a href="#">Change details</a> <a href="#">Remove</a>
John Citizen	Deputy Manager	fictitious_jo.delta@transport.wa.gov.au		11/2/2024	<a href="#">Change details</a> <a href="#">Remove</a>

## Adding a responsible officer

A new responsible officer can be added to an ODBS authorisation. Please note, each time you add a new responsible officer, a change of responsible officer fee is payable.

1. Click “+ Responsible officer’s details” to display the current list of responsible officers.

The screenshot shows the 'On-demand Transport' section of a web portal. The navigation bar includes 'Overview', 'Profile', 'My Work Details', 'On-demand Transport' (selected), 'Vehicles', 'Tools', and 'Help'. A shopping cart icon with '1' and a 'Logout' button are on the right. The main heading is 'On-demand booking services' with a timestamp 'The information provided is only current as at 24/03/2021 03:05 PM'. Below this is a paragraph about the Transport (Road Passenger Services) Act 2018 and a link to 'On-demand booking services'. A green bar contains a minus sign and the text 'Current booking service authorisation details'. Below this bar, details for authorisation number 1000442, holder FICTITIOUS PTY LTD, trading as, issued date 27/3/2019, expiry date 26/4/2021, status Active, and unlimited vehicles are listed. There are three buttons: 'Select fleet band for renewal', 'Surrender authorisation', and 'Manage business names'. Below these are two more green bars: '+ Direct debit bank account details for authorisation fee payments' and '+ Responsible officers' details' (highlighted with a red circle).

2. Click “Apply to add a new Responsible Officer”.

This screenshot shows the same portal as the previous one, but with the 'Responsible officers' details' section expanded. The green bar now has a minus sign and the text 'Responsible officers' details'. Below this bar, a paragraph states: 'To request a new Responsible Officer be added, to act on behalf of an On-demand booking service, please click here'. To the right of this text is a blue button with a plus sign and the text 'Add Responsible Officer', which is highlighted with a red circle. Below this is a table titled 'List of current responsible officers' with columns: Name, Position title, Email address<sup>1</sup>, Mobile number, Next assessment date, and Actions.

3. Download the statement of authority form to nominate the new responsible officer.

#### 4. Fill in the personal details of the new responsible officer.

Booking service authorisation number: **1000004**

### Responsible officer

To be an authorised booking service, you must nominate at least one responsible officer who is deemed to be the representative of your booking service. This person must be directly involved in the day to day management. For further information refer to the [On-demand booking services](#) page on the Department of Transport website. Please note it is a requirement to have at least one responsible officer who resides in Western Australia.

The Statement of Authority template below is to be completed and uploaded to nominate a Responsible Officer to act on behalf of an On-demand Transport booking service.

[Download statement of authority from here](#)

### New responsible officer details

First name:  Other names:  Surname: \*

Date of birth: \*   Driver's Licence number:

Position title: \*

#### Contact details

Residential address \*

Unit/street number and street name: \*  2 or 2a or 2/22 HILL STREET

Suburb: \*

Postcode: \*  State: \*  WA

Email address: \*

Confirm email address: \*

Mobile number:  ☐ Elect to receive SMS notifications and alerts from On-demand Transport

Suggested addresses  
No records found.

- Respond to the three suitability questions below. If the answer to any of the questions is Yes, a space will display for additional information to be provided.
- Upload an NPC for the responsible officer. The NPC must be less than three months old at the time that the application is submitted.
- Upload proof of identity and residency for the responsible officer. Please refer to the Department of Transport website:  
[www.transport.wa.gov.au/ODBSHome](http://www.transport.wa.gov.au/ODBSHome)
- Upload the Statement of Authority for Responsible Officer form.

### Suitability

For a list of disqualification offences, please refer to the [On-demand booking services](#) page on the Department of Transport website.

1. Is the nominated Responsible Officer currently charged with a disqualification offence? \*

2. Has the nominated Responsible Officer been convicted of a disqualification offence? \*

3. Has the nominated Responsible Officer previously been the holder of an authorisation to provide an on-demand booking service, or of an equivalent authorisation in another State or a Territory, that has been cancelled? \*

☐ Yes ☐ No

☐ Yes ☐ No

☐ Yes ☐ No

### National police clearance

A National Police Clearance must be provided and must be less than 3 months old at the time of submission.

Select a document to upload: \*

Document name:

### Statement of Authority for Responsible Officer

The Statement of Authority is to be uploaded to nominate a Responsible Officer to act on behalf of an On-demand Transport booking service.

Select a document to upload: \*

### Proof of Identification and residency

Proof of identity and residency is required to be provided. For full details on the documents that can be provided to meet this requirement please refer to the [On-demand booking services](#) page on the Department of Transport website.

Select a document to upload: \*

Document name:

- Agree to the privacy statement by ticking "I have read and understood the privacy statement outlined above."

10. The Declaration of acknowledgment is then required to be completed by ticking the statements listed.
11. After the privacy statement and declaration of acknowledgement have been ticked, click “Pay Now”.

Privacy Statement

The Department of Transport is committed to protecting the privacy of your personal information in accordance with the *Transport (Road Passenger Services) Act 2018* and subsidiary regulations.

Information supplied in this application will only be used by officers of the Department of Transport to assess the Responsible Officers' eligibility and suitability and may be disclosed to third parties for the purpose of confirming information provided in this application.

Information pertaining to the status of your Booking Service Authorisation will be published on the Department of Transport website in the interest of the public.

☐ I have read and understood the privacy statement outlined above.

Declaration of acknowledgement

It is a serious criminal offence to make a false or misleading statement in connection with an application to add a new Responsible Officer to an authorisation.

☐ I certify the information provided in this application is true and correct.

☐ I understand that any statement or misrepresentation that I have made in this application which I know to be false is an offence under the *Transport (Road Passenger Services) Act 2018*.

☐ I have authority to act on behalf of AUTOMOBILIA .CO AUS.

Cancel

Amount: 

Pay Now

12. You will now arrive at the “Checkout” page and will need to pay the On-demand booking service authorisation change of responsible officer fee. Click “Next”.

OverviewProfileMy Work DetailsOn-demand TransportVehiclesToolsHelp

Logout

Checkout

TrolleyConfirmationPaymentComplete

Your trolley

Note: You can only select a maximum of 20 payments to process at once. There is also a maximum total of \$20,000.00 that can be made in one payment.

Some payments require further information to be provided e.g. the period you would like to renew your vehicle licence for. The payment wizard will take you through the process to enter any mandatory information required for payments.

You have 1 item(s) in your trolley.

View as:

Remove all items

On-demand booking service authorisation change of responsible officer fee

Authorisation number: 1000060

Payment due: 16/2/2019

Remove from trolley

Amount: \$

Total:

Cancel

Next

13. Confirm that you have reviewed the payment item and select the “I have reviewed the above items and confirm that all information shown is correct” and click “Proceed to payment”.

The screenshot shows the 'Confirm' step of a checkout process. At the top, a navigation bar includes 'Overview', 'Profile', 'My Work Details', 'On-demand Transport', 'Vehicles', 'Tools', and 'Help', along with a 'Logout' button. Below the navigation bar, a progress indicator shows four steps: 'Trolley', 'Confirmation' (current step), 'Payment', and 'Complete'. The main heading is 'Confirm'. Below it, a message says: 'Please review your items and select *Proceed to payment* to confirm or *Back* to make changes.' A table lists the items for purchase:

Item	Amount
On-demand booking service authorisation change of responsible officer fee	\$100.00

Below the table, there is a checkbox with the text: 'I have reviewed the above items and confirm that all information shown is correct.' This checkbox and the 'Proceed to payment' button are circled in red. The 'Back' button is also visible.

14. Enter your credit card details and Click “Process Payment”

The screenshot shows the 'Credit card details' step of a checkout process. At the top, a navigation bar includes 'Overview', 'Profile', 'My Work Details', 'On-demand Transport', 'Vehicles', 'Tools', and 'Help', along with a 'Logout' button. Below the navigation bar, a progress indicator shows four steps: 'Trolley', 'Confirmation', 'Payment' (current step), and 'Complete'. The main heading is 'Credit card details'. Below it, a message says: 'Please enter the details of the credit or debit card to be used for payment.' The amount to be paid is \$100.00. Below this, it says 'We accept Mastercard or Visa.' with logos for both. There are input fields for 'Cardholder Name', 'Card Number', 'Expiry Date' (MM and YY), and 'CVN'. The 'Process Payment' button is circled in red.

15. Once the payment has been processed a receipt will be available for you to download. Click the “Download receipt” if you wish to save or print a copy of your receipt.

The screenshot shows the 'Order complete' step of a checkout process. At the top, a navigation bar includes 'Overview', 'Profile', 'My Work Details', 'On-demand Transport', 'Vehicles', 'Tools', and 'Help', along with a 'Logout' button. Below the navigation bar, a progress indicator shows four steps: 'Trolley', 'Confirmation', 'Payment', and 'Complete' (current step). The main heading is 'Order complete'. Below it, a message says: 'Your payment has been accepted.' and 'It is important that you print or save your receipt or record the receipt number as proof of your payment.' A copy of the receipts has been emailed to fictitious\_charlie.brown@transport.wa.gov.au. A table lists the items for purchase:

Item	Amount
On-demand booking service authorisation change of responsible officer fee	\$100.00

Below the table, there is a 'Download receipt' button circled in red. The 'Payment details' section shows:

Payment details	
Amount:	\$100.00
Date & time submitted:	11/2/2019 3:15 PM
Card number:	5353 16XX XXXX X815



16. The following receipt will be provided.



Government of **Western Australia**  
Department of **Transport**

**ABN 27 285 643 255**

### **On-demand Booking Service Change of Responsible Officer Fee Payment Receipt**

#### **Receipt Details**

Receipt Number: **98243263**  
Account Number: 011076990315  
Tax Invoice Issue Date: 11/02/2019  
Applicant: FICTITIOUS TOUR AND TRAVEL  
Customer Number: 7903789  
Authorisation number: 1000060  
Request number: 1000020 for FICTITIOUS DAVID BROWN  
Payment Description: ON-DEMAND TRANSPORT BOOKING SERVICE CHANGE OF RESPONSIBLE OFFICER FEE

#### **Payment Details**

Fee:	\$100.00
<b>Total:</b>	<b>\$100.00</b>

#### **Notes**

It is important that you print this page or record the receipt number(s) as proof of your payment. You may be asked to provide your receipt details should you have an enquiry regarding this payment.

17. You can now return to your DoTDirect account overview by clicking “Return to my overview”.

The screenshot shows the 'Checkout' page with a progress bar indicating the 'Complete' step. A green banner states 'Order complete'. Below this, it confirms the payment has been accepted and provides a receipt number (98243263) and an amount (\$100.00). A button labeled 'Return to my overview' is circled in red at the bottom left.

**Checkout**

Trolley Confirmation Payment **Complete**

**Order complete**

Your payment has been accepted. [Print payment summary](#)

It is important that you print or save your receipt or record the receipt number as proof of your payment.

A copy of your receipts has been emailed to [fictitious\\_charlie.brown@transport.wa.gov.au](mailto:fictitious_charlie.brown@transport.wa.gov.au).

**On-demand booking service authorisation change of responsible officer fee**

Authorisation number: 1000060  
Receipt #: 98243263

Amount: \$100.00 [Download receipt](#)

**Payment details**

Amount: \$100.00  
Date & time submitted: 11/2/2019 3:15 PM  
Card number: 5353 16XX XXXX X815

[Return to my overview](#)

18. Your account overview will now display. If you would like to view the status of your responsible officer/s click on the “On-demand Transport” menu and select “Booking Services” from the drop-down list.

The screenshot shows the 'Overview' page with the 'On-demand Transport' menu open. The 'Booking Services' option is selected and circled in red. Below the menu, there is an 'Event timeline' chart showing two events: 'Heavy vehicle licence expiry' (orange bar) and 'Booking service authorisation expiry' (purple bar). Below the chart is a table titled 'All events' listing the events with their dates and descriptions.

**Overview** Profile My Work Details **On-demand Transport** Vehicles Tools Help

Forgot to pay a boat renewal? You can renew your boat registration here. [View details](#) has been expired for up to two years!

Overview - AUTOMOBILIA .CO AU

**Event timeline**

Booking Services

On-demand Passenger Transport Levy

Charter Vehicles

Events

Heavy vehicle licence expiry

Booking service authorisation expiry

**All events**

When	Date	Event
5 months	27/6/2019	Hino 1GGS273 expires on 27/6/2019
11 months	23/1/2020	On-demand booking service authorisation 1000004 expires on 23/1/2020

19. Click “+ Responsible officers’ details” to display the status of responsible officers.

OverviewProfileMy Work DetailsOn-demand TransportVehiclesToolsHelp

0Logout

On-demand booking services

The information provided is only current as at 24/03/2021 06:00 PM

Under Section 39 of the *Transport (Road Passenger Services) Act 2018*, your authorisation as an On-demand Booking Service will expire on the date specified below.

For further information on booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

Current booking service authorisation details

Authorisation number: 1000442  
Authorisation hold:   
Trading as: OLA AUSTRALIA PTY LTD  
Issued date: 27/3/2019  
Expiry date: 26/4/2021  
Status: Active  
Maximum number of vehicles authorised for: Unlimited

To renew your booking service authorisation with a different fleet band than your current authorisation, please click here [Select fleet band for renewal](#)

Note: Selecting a new fleet band for renewal does not change the number of vehicles you are authorised for under your current booking service authorisation

To surrender your current booking service authorisation, please click here [Surrender authorisation](#)

To manage the business names registered to your current booking service authorisation, please click here [Manage business names](#)

Direct debit bank account details for authorisation fee payments

Responsible officers' details

To request a new Responsible Officer be added, to act on behalf of an On-demand booking service, please click here [Add Responsible Officer](#)

List of current responsible officers

Name	Position title	Email address <sup>1</sup>	Mobile number	Next assessment date	Actions
Tracy Charles	CEO	dummy@nothing.com.au	0491570110	27/3/2024	<a href="#">Change details</a> <a href="#">Remove</a>

List of pending new responsible officer requests

Name	Position title	Email address <sup>1</sup>	Mobile number	Status
Jane Citizen	Director	donotreply@transport.wa.gov.au		Pending

<sup>1</sup> Communications from On-demand Transport in relation to the Booking Service Authorisation will be sent to the specified email address(es).  
SMS alerts from On-demand Transport in relation to the Booking Service Authorisation may be sent to the specified mobile number.

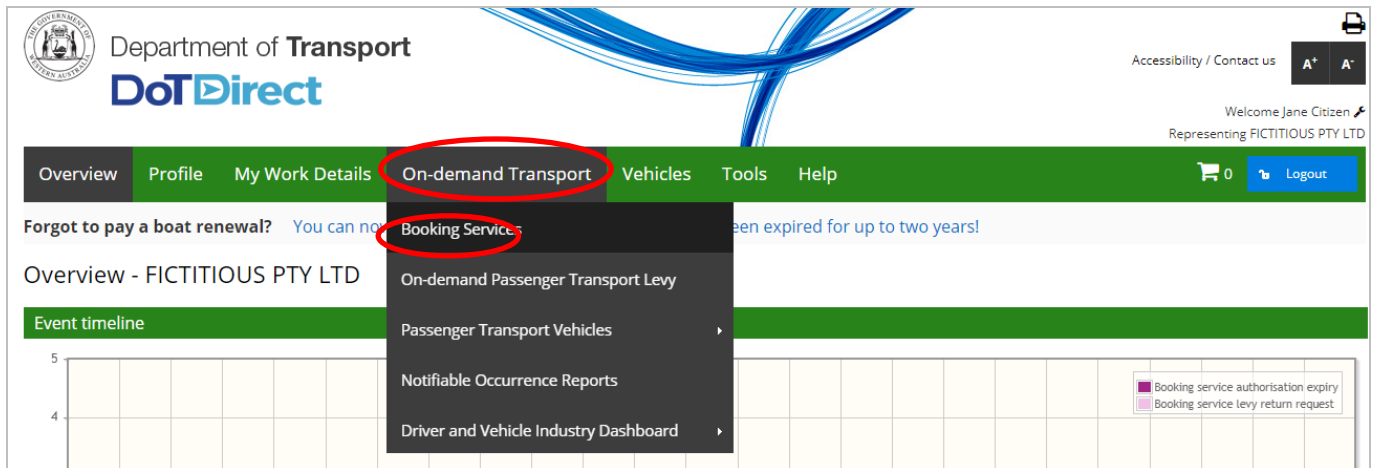
20. The newly nominated responsible officer will display under the “List of pending new responsible officer requests” with a status of “Pending”. Notification will be provided of the outcome of the assessment of the new nominated responsible officer once the assessment has been completed.

## Removing a responsible officer

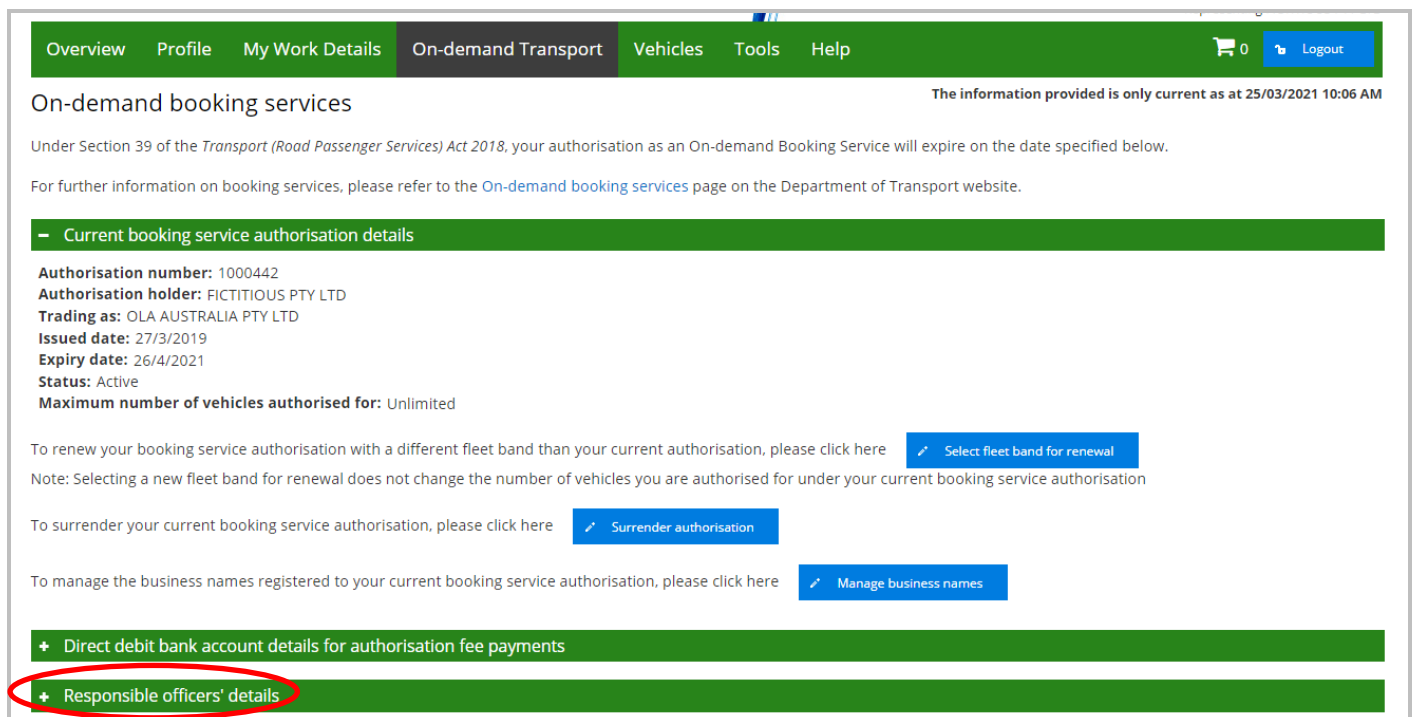
A responsible officer can be removed from an ODBS authorisation. You will not be able to remove a responsible officer if the officer you are attempting to remove is the only responsible officer or is the only existing or last remaining responsible officer who resides in Western Australia. In this situation, you must add a new responsible officer who needs to be assessed and approved prior to removing the existing responsible officer.

Adding a new responsible officer will incur the change of responsible officer fee. There is no fee for removing a responsible officer.

1. To remove a responsible officer, click on the "On-demand Transport" menu and select "Booking Services" from the drop-down list.



2. Click "+ Responsible officer's details" to display the status of responsible officers.



3. Click “Remove” for the applicable responsible officer you wish to remove from your ODBS authorisation.

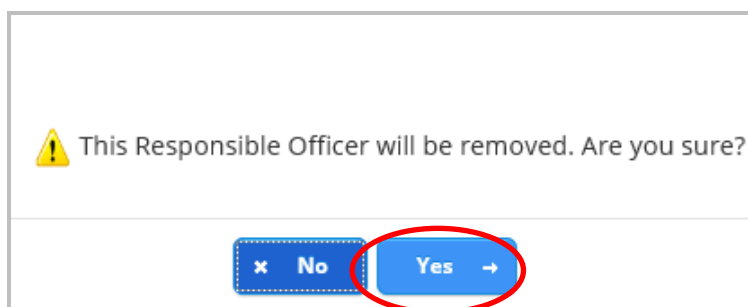
– Responsible officers' details

To request a new Responsible Officer be added, to act on behalf of an On-demand booking service, please click here [+ Add Responsible Officer](#)

List of current responsible officers					
Name	Position title	Email address <sup>1</sup>	Mobile number	Next assessment date	Actions
Tracy Charles	CEO	dummy@nothing.com.au	0491570110	27/3/2024	<a href="#">Change details</a> <a href="#">Remove</a>
Jane Citizen	Director	donotreply@transport.wa.gov.au		25/3/2026	<a href="#">Change details</a> <a href="#">Remove</a>

<sup>1</sup> Communications from On-demand Transport in relation to the Booking Service Authorisation will be sent to the specified email address(es).  
 SMS alerts from On-demand Transport in relation to the Booking Service Authorisation may be sent to the specified mobile number.

4. A message will display asking you to confirm that you are sure you want to remove the responsible officer. If you wish to continue click “Yes”



5. When “Yes” is selected the responsible officer will be removed from your ODBS authorisation.

NOTE: When there is only one responsible officer or no remaining responsible officers that reside in Western Australia, you will not be able to remove the responsible officer and the following error message will be displayed.

This Responsible Officer cannot be removed from the Authorisation. There must be at least one Responsible Officer, who resides in Western Australia associated to your Authorisation at all times. Please nominate a new Responsible Officer who meets the eligibility requirements. The new Responsible Officer must be assessed and approved by the Department of Transport prior to removing this Responsible Officer. Fees apply.

## Managing registered business names in DoTDirect.

1. To add or remove a registered business name associated to your ODBS select “Manage business names”.

The screenshot shows the 'On-demand Transport' section of the DoTDirect interface. The navigation bar includes 'Overview', 'Profile', 'My Work Details', 'On-demand Transport' (selected), 'Vehicles', 'Tools', and 'Help'. A 'Logout' button is in the top right. Below the navigation bar, the page title is 'On-demand booking services'. A note states: 'Under Section 39 of the Transport (Road Passenger Services) Act 2018, your authorisation as an On-demand Booking Service will expire on the date specified below.' Another note says: 'For further information on booking services, please refer to the On-demand booking services page on the Department of Transport website.' A green bar contains the text 'Current booking service authorisation details'. Below this, the following details are listed: 'Authorisation number: 1000442', 'Authorisation holder: FICTITIOUS PTY LTD', 'Trading as: OLA AUSTRALIA PTY LTD', 'Issued date: 27/3/2019', 'Expiry date: 26/4/2021', 'Status: Active', and 'Maximum number of vehicles authorised for: Unlimited'. There are three buttons: 'Select fleet band for renewal', 'Surrender authorisation', and 'Manage business names'. The 'Manage business names' button is circled in red.

2. A list of registered business names associated to your organisation will be displayed. If the business name is not listed, please contact On-demand Transport on 1300 660 147 to arrange to have the business added.

The screenshot shows the 'Manage business names details' page. The navigation bar is the same as the previous screenshot. The page title is 'Manage business names details'. Below the title, there is a green bar with the text 'Manage business details'. Underneath, it says 'Trading as:'. A list of business names is displayed, each with a checkbox: 'RIDGE LIGHT CHARTER SERVICES', 'RIDGE LIGHT CLEANING SERVICES', 'RIDGE LIGHT LAUNDRY SERVICES', 'RIDGE LIGHT LIMOS', and 'RIDGE LIGHT TAXIS'. The 'RIDGE LIGHT CHARTER SERVICES' checkbox is circled in red. At the bottom, there are two buttons: 'Update details' and 'Cancel'.

3. Click on the applicable business names that you would like to have added to your ODBS authorisation. Leave the tick boxes blank for any of the business names you do not want to add to your ODBS authorisation. Once your selection is complete, select “Update details”

The screenshot shows the 'Manage business names details' page with the same navigation bar and title. The 'Trading as:' section shows the same list of business names. In this screenshot, the checkboxes for 'RIDGE LIGHT CHARTER SERVICES', 'RIDGE LIGHT LAUNDRY SERVICES', 'RIDGE LIGHT LIMOS', and 'RIDGE LIGHT TAXIS' are all checked. The 'Update details' button at the bottom is circled in red.

4. A confirmation message will be displayed. Select “continue” if you wish to complete the process to add the new business name(s).

**Please confirm your changes**

Please confirm your changes to the business name(s).

If you are satisfied the information is correct then press *Continue*.  
If you would like to amend any of the above details then press *Cancel*.

✕ Cancel ➔ Continue

5. The added business names will now be displayed under your current booking service authorisation details.

For further information on booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

– Current booking service authorisation details

**Authorisation number:** 1000129

**Authorisation holder:** RIDGE LIGHT PTY LTD

**Trading as:** RIDGE LIGHT CHARTER SERVICES, RIDGE LIGHT LIMOS, RIDGE LIGHT TAXIS

**Issued date:** 19/3/2019

**Expiry date:** 18/3/2020

**Status:** Active

**Maximum number of vehicles authorised for:** 30 vehicles

To change the fleet size band (i.e. the maximum number of vehicles) on your booking service, please click here ➔ Change fleet size band

➔ Surrender ➔ Manage business names

+ Direct debit bank account details for authorisation fee payments

+ Responsible officers' details

6. To remove a business name that is currently associated to your ODBS authorisation select “Manage business names”

For further information on booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

– Current booking service authorisation details

**Authorisation number:** 1000129

**Authorisation holder:** RIDGE LIGHT PTY LTD

**Trading as:** RIDGE LIGHT CHARTER SERVICES, RIDGE LIGHT LIMOS, RIDGE LIGHT TAXIS

**Issued date:** 19/3/2019

**Expiry date:** 18/3/2020

**Status:** Active

**Maximum number of vehicles authorised for:** 30 vehicles

To change the fleet size band (i.e. the maximum number of vehicles) on your booking service, please click here ➔ Change fleet size band

➔ Surrender ➔ Manage business names

+ Direct debit bank account details for authorisation fee payments

+ Responsible officers' details

7. Untick the applicable business names that you want to remove from your ODBS authorisation and select “Update details”.

Overview Profile My Work Details On-demand Transport Vehicles Tools Help 0 Logout

### Manage business names details

#### Manage business details

Trading as:

- ☒ RIDGE LIGHT CHARTER SERVICES
- ☐ RIDGE LIGHT CLEANING SERVICES
- ☐ RIDGE LIGHT LAUNDRY SERVICES
- ☒ RIDGE LIGHT LIMOS
- ☒ RIDGE LIGHT TAXIS

[Update details](#) [Cancel](#)

8. A confirmation message will be displayed. Select “continue” if you wish to complete the process to remove an existing business name(s).

**Please confirm your changes**

Please confirm your changes to the business name(s).

If you are satisfied the information is correct then press *Continue*.  
If you would like to amend any of the above details then press *Cancel*.

[Cancel](#) [Continue](#)

9. The removed business names no longer be displayed under your current ODBS authorisation details.

For further information on booking services, please refer to the [On-demand booking services](#) page on the Department of Transport website.

#### Current booking service authorisation details

**Authorisation number:** 1000129  
**Authorisation holder:** RIDGE LIGHT PTY LTD  
**Trading as:** RIDGE LIGHT CHARTER SERVICES  
**Issued date:** 19/3/2019  
**Expiry date:** 18/3/2020  
**Status:** Active

**Maximum number of vehicles authorised for:** 30 vehicles

To change the fleet size band (i.e. the maximum number of vehicles) on your booking service, please click here [Change fleet size band](#)

[Surrender](#) [Manage business names](#)

#### + Direct debit bank account details for authorisation fee payments

#### + Responsible officers' details

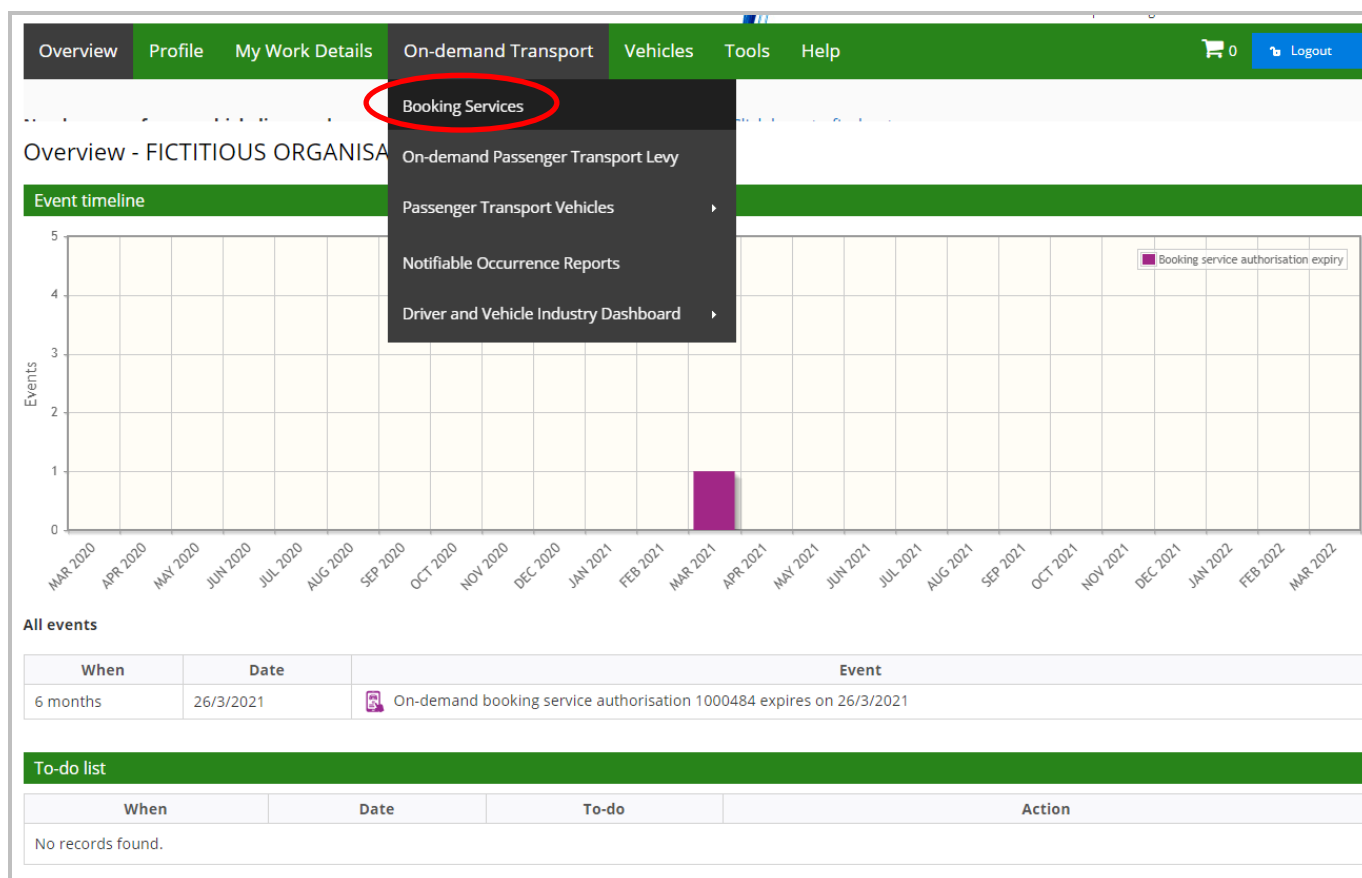


# Surrendering an ODBS authorisation in DoTDirect

1. Select the DoTDirect profile for the booking service for which you want to surrender the authorisation.



2. Select 'Booking Services' under the On-demand Transport header in DoTDirect



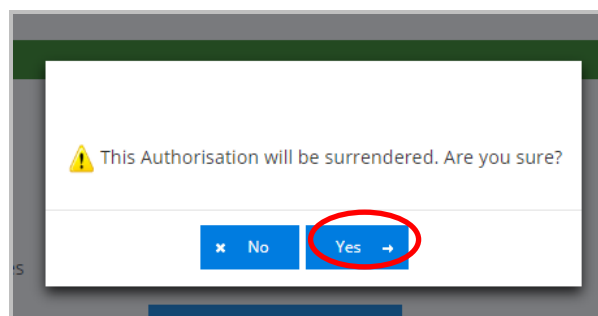
3. On the overview page, under the 'Current booking service authorisation details' section, select 'Surrender authorisation'.

The screenshot shows the Department of Transport DoT Direct website. The user is logged in as John Citizen, representing FICTITIOUS ORGANISATION PTY LTD. The navigation bar includes Overview, Profile, My Work Details, On-demand Transport (selected), Vehicles, Tools, and Help. The main content area is titled 'On-demand booking services' and includes a notice about the expiration of the authorisation. Below this, the 'Current booking service authorisation details' section is expanded, showing the following information:

- Authorisation number: 1000484
- Authorisation holder: FICTITIOUS ORGANISATION PTY LTD
- Trading as:
- Issued date: 27/3/2019
- Expiry date: 26/3/2021
- Status: Active
- Maximum number of vehicles authorised for: 150 vehicles

Below the details, there are two links: 'To surrender your current booking service authorisation, please click here' and 'To manage the business names registered to your current booking service authorisation, please click here'. The 'Surrender authorisation' button is circled in red.

4. Confirm that you wish to surrender the On-demand Booking Service authorisation.



5. The authorisation has been surrendered.

The screenshot shows the Department of Transport DoT Direct website after the authorisation has been surrendered. The user is still logged in as John Citizen, representing FICTITIOUS ORGANISATION PTY LTD. The navigation bar is the same. The main content area is titled 'On-demand booking services' and includes a blue banner at the top that reads: 'Authorisation has been surrendered.' Below the banner, there is a paragraph explaining the on-demand booking service and a link to 'Apply for a booking service authorisation'.

As soon as the authorisation is surrendered the ODBS will be removed from the published list of authorised ODBS providers and access to the Driver and Vehicle Industry Dashboard will be removed. All outstanding Levy reporting and payments will required until the end of the leviable period.

The authorisation holder and responsible officers will be notified that the authorisation has been surrendered.