

Personalised Transport Required Driver Training Notice

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Queensland Personalised Transport Required Driver Training Notice

1. Introduction

This notice is published under section 97 of the *Transport Operations (Passenger Transport) Regulation 2018*. The notice identifies the training that all drivers of taxis, limousines and booked hire vehicles used to provide booked hire services and/or taxi services must complete ('required training'). Authorised booking entities and operators must ensure their drivers complete the required training.

The training requirements in this notice apply to all drivers from 1 August 2019. After this date, it will be an offence for drivers to provide a relevant service without having completed the required training. The maximum penalty for drivers is 20 penalty units. It will also be an offence for authorised booking entities and operators to engage drivers who have not completed the required training. The maximum penalty for authorised booking entities and operators is 40 penalty units.

This notice remains valid until it is repealed, or a further notice is published under section 97 of the regulation.

Authorised booking entities and operators can choose to provide additional training to their drivers — for example, English proficiency and/or geographic knowledge training. This type of training is not required or dealt with under this notice, but can be provided by authorised booking entities and/or operators.

2. Definitions

The table below defines the terms and abbreviations used in this document.

Term	Meaning
Authorised booking entity	A person who holds a booking entity authorisation for a booked hire service
Booked hire service	See section 71 of the Act
Operator	A person carrying on the business of providing a public passenger service
Taxi service	See section 70 of the Act
The Act	<i>Transport Operations (Passenger Transport) Act 1994</i>
The Regulation	<i>Transport Operations (Passenger Transport) Regulation 2018</i>
Wheelchair accessible services	Services for people using a wheelchair or another wheeled mobility device (for example, a mobility scooter)
Wheelchair accessible vehicle (WAV)	A motor vehicle made, or modified, for carrying wheelchairs and people using the wheelchairs

3. Required training for all booked hire and taxi drivers

- 3.1 Drivers of motor vehicles being used to provide booked hire services and taxi services are required to complete training in anti-discrimination awareness, including sexual harassment, and disability awareness.
- 3.2 Drivers must demonstrate that they meet the required competencies in anti-discrimination awareness, including sexual harassment, and disability awareness through a written or practical assessment.
- 3.3 The required competencies in anti-discrimination awareness are:
 - a) drivers are aware of their responsibilities regarding passengers, including:
 - the types of discrimination and how discrimination occurs;
For example, that refusing to provide a service to a passenger with a disability because of their disability is discrimination and that discrimination can occur through conscious and/or unconscious bias;

- the types of sexual harassment and how sexual harassment occurs; and
For example, that making a remark with sexual connotations to a passenger is sexual harassment.

b) drivers deal appropriately with passengers and adopt behaviours that avoid discrimination and harassment.

For example, avoiding stereotypes and treating each passenger as an individual.

3.4 The required competencies in disability awareness are:

a) drivers are aware of the types of disability and their impacts on passengers' participation in the service;

For example, physical and intellectual disability affect people in different ways and people's disability might not always be visible (such as arthritis)

b) drivers communicate effectively with passengers with disability by using appropriate verbal and non-verbal communication methods;

For example, establishing and maintaining eye contact and speaking directly to a passenger.

c) drivers identify the individual needs of passengers with disability and meet those needs appropriately and respectfully; and

For example, always asking before providing assistance to a passenger.

d) drivers are aware of and meet their responsibilities regarding passengers with assistance animals.

For example, a person who is blind can always be accompanied by a guide dog in a vehicle.

4. Required training for drivers of wheelchair accessible vehicles (WAVs)

4.1 Drivers of WAVs are required to complete training in providing wheelchair accessible services.

4.2 Drivers must demonstrate that they meet the required competencies in providing wheelchair accessible services through a written or practical assessment.

4.3 The required competencies in providing wheelchair accessible services are:

a) drivers carry out pre-operational checks of the vehicle and associated equipment in accordance with the manufacturer's specifications and regulatory requirements

For example, ensuring that all occupant restraints are accounted for and are fully functional

b) drivers address all faults identified as part of pre-operational checks in accordance with the required business procedures;

For example, replacing missing, broken or damaged equipment.

c) drivers identify individual passenger needs and provide passengers with appropriate assistance into and out of the vehicle;

For example, speaking to a passenger to ensure they are safe and ready before lifting them on a vehicle lift

d) drivers safely load and unload wheelchairs and other mobility aids into the vehicle;

For example, checking that a wheelchair or other mobility device is safely positioned before raising it on a lift.

e) drivers safely secure passengers and mobility aids for journeys in accordance with regulatory requirements and vehicle and equipment specifications;

For example, appropriately securing a wheelchair in the vehicle using anchorage points.

f) drivers safely operate vehicle specific systems, such as lifts, ramps and wheelchair tie downs, in accordance with the manufacturer's specifications and regulatory requirements;

For example, if a lift is fitted with an optional handrail, the handrail must be used when transferring the passenger to and from the vehicle.

g) drivers safely operate and park the vehicle with due consideration to any requirements related to

a passenger's needs; and

For example, legally parking in a safe place with sufficient room and a level gradient that allows passengers to be loaded and unloaded safely.

h) drivers maintain passenger comfort and dignity.

For example, do not insist on pushing a passenger's wheelchair onto a lift.

5. Training updates

- 5.1 Drivers of motor vehicles being used to provide booked hire services and taxi services are required to complete a training update following a significant change to anti-discrimination or disability laws that affects their responsibilities. The training update must address the new responsibilities.
- 5.2 Drivers of WAVs are required to complete a training update where there is a significant change to regulatory requirements or manufacturer's specifications relating to the vehicles or associated equipment or new equipment is introduced. The training must address the new requirements or equipment.
- 5.3 The Department of Transport and Main Roads (TMR) will inform industry when it becomes aware of any updates that will require refresher or additional driver training. This will be informed by targeted consultation, including with TMR's Accessibility Reference Group.

6. Training delivery

- 6.1 Authorised booking entities and operators may determine the best training delivery method and structure to suit their business. For example:
 - a) Authorised booking entities and operators can develop their own training or engage a training service to develop and provide the training to their drivers;
 - b) training can be provided through instructor-led sessions, or computer or web-based methods; and
 - c) instructor-led sessions can involve discussion or role playing activities.
- 6.2 The required training does not need to be provided by a registered training organisation (RTO); however, an RTO may be used.

7. Record keeping

- 7.1 The Department of Transport and Main Roads can check drivers, booking entities and operators compliance with the training requirements through audits conducted under the Act.
- 7.2 Where a booking entity or operator provides training to its drivers to meet the requirements of the Act and this notice, they must keep records of the following:
 - a) the driver authorisation number for each driver who has been trained;
 - b) the required training provided to each driver and the date it was provided;
 - c) the matters addressed in the training and sample copies of the training materials and assessment used; and
 - d) each driver's competency assessment.
- 7.3 A booking entity or operator must provide, upon request from a driver, a copy of the records for the driver listed at point 7.2 of this notice.
- 7.4 Where a driver has already been trained by a booking entity or operator and proposes to drive for another booking entity or operator, the new booking entity or operator should keep the following records:
 - a) the driver authorisation number for the driver, and
 - b) a copy of the evidence provided by the driver to showing they are competent in the required matters.

8. Publishing training details

- 8.1 Authorised booking entities and operators are required to provide information about the driver training they provide on their website, including an outline of the matters their driver training covers, how the training is delivered (for example, online, face-to-face) and who provides the training.
- 8.2 If an Authorised booking entity or operator does not have a website, they are required to provide a written outline to any person who requests a copy.

9. Drivers who have previously been trained

- 9.1 Drivers who completed relevant training as part of obtaining their driver authorisation and who have maintained their driver authorisation since, will not need to be retrained.
- 9.2 However, drivers who have completed relevant training are required to undertake training updates (see paragraph 5 above) in the same way as other drivers.
- 9.3 Table 2 below sets out the relevant training and the parts of this training notice that it satisfies.

Training	Element of required training
'Taxiplus' driver training course OR National Taxi Driver Competency Unit — Provide taxicab customer service (TLII1909A, TLII2019A or TLII2019)	The anti-discrimination awareness and disability awareness training specified in section 3 above
National Taxi Driver Competency Unit — Provide wheelchair accessible taxi service to passengers with disabilities (TLIC4009A, TLIC2040A or TLIC2040)	The providing wheelchair accessible services training specified in section 4 above

- 9.4 Authorised booking entities and operators should keep records to show that a driver has previously completed the required training — for example, a Statement of Attainment or Certificate issued by an RTO.

10. Information and useful resources

- 10.1 There are a range of organisations and government departments that provide useful information and resources about the matters that must be addressed in the training. These include:

Anti-discrimination legislation

- 10.2 The Commonwealth Government is responsible for a range of discrimination legislation, including:
- a) the [Disability Discrimination Act 1992 \(Cwlth\)](#)
 - b) the [Racial Discrimination Act 1975 \(Cwlth\)](#)
 - c) the [Sex Discrimination Act 1984 \(Cwlth\)](#), and
 - d) the [Age Discrimination Act 2004 \(Cwlth\)](#).
- 10.3 The Commonwealth Government is also responsible for the [Disability Standards for Accessible Public Transport \(2002\) \(Cwlth\)](#) which sets key accessibility standards for public transport vehicles, infrastructure and operators.
- 10.4 The Australian Human Rights Commission provides a range of information and guides about this legislation. This includes information on [disability rights](#) and a brief guide to the [Disability Discrimination Act 1992 \(Cwlth\)](#)
- 10.5 The Queensland Government's is responsible for the [Anti-Discrimination Act 1991 \(Qld\)](#).

- 10.6 The [Anti-Discrimination Commission Queensland](#) can provide [customised training](#) to meet the needs of individual businesses on the [Anti-Discrimination Act 1991 \(Qld\)](#), including about unconscious bias. They also provide an online training module on Discrimination Awareness in Queensland.

Disability awareness

- 10.7 The Queensland Government is responsible for the [Guide, Hearing and Assistance Dogs Act 2009](#) and the Department of Communities, Disability Services and Seniors provides a factsheet on [Public access under the Act](#).
- 10.8 An online disability awareness course established under a Commonwealth Government initiative is available at <http://disabilityawareness.com.au/>.

National Taxi Driver Competency Units

- 10.9 Further information on the National Taxi Driver Competency Units and registered training organisations can be found at <https://training.gov.au/Home/Tga>

Providing wheelchair accessible services

- 10.10 The Department of Transport and Main Roads provides an Information Bulletin on [requirements for accessible taxis](#) and a factsheet on the [Carriage of wheeled mobility devices in accessible taxis](#).
- 10.11 Commercial Passenger Vehicles Victoria provides a [Wheelchair Accessible Taxi Knowledge Handbook](#).