

Information Bulletin

PT 208 (09.18)

Records to be kept by accredited operators

This document outlines record keeping responsibilities applicable to holders of operator accreditation (accredited operators).

Records required under legislation must be maintained for at least five years. An accredited operator must be able to produce records if asked by an authorised person or a delegate of the chief executive of the Department of Transport and Main Roads (TMR). An operator may be penalised if they are unable to produce a required record.

Driver training

The *Transport Operations (Passenger Transport) Standard 2010*, section 20, requires accredited operators to ensure their drivers receive training about their obligations under passenger transport legislation.

If the training is provided by the operator, the operator must keep records of:

- the content of the training program
- the dates training is conducted
- a statement signed by the driver verifying the training was conducted.

If the training is provided by an external training provider, the operator must keep records of:

- the training provider
- the content of the training program
- the dates training is conducted
- evidence that the driver attended the training program.

For more information, refer to information bulletin [PT209 Driver Training \(by Operator\)](#).

Records of trips taken

The *Transport Operations (Passenger Transport) Regulation 2018*, section 226, requires accredited operators to keep written records about the following for each service provided:

- the vehicle used (make and model)
- the registration number of the vehicle used
- the date and time of the use of the vehicle
- the name of each driver who used the vehicle; and
- their driver authorisation number (other than for a driver who has Restricted Driver Authorisation).

It may also be beneficial to record a vehicle's fleet number (if applicable) and the period of time a vehicle is assigned to a driver.

Records can be kept in any written format. A driver's diary or logbook can be used if it contains the required information.

Vehicle maintenance

The *Transport Operations (Passenger Transport) Standard 2010*, section 29, requires accredited operators to have a documented vehicle maintenance program.

Outlined below are three areas under which vehicle maintenance records must be maintained. For more information, refer to information bulletin [PT401 Maintenance of Public Passenger Vehicles](#).

Daily vehicle inspections

An operator must keep either a copy of the completed pre-trip checklist or a record that shows the daily check was undertaken on each vehicle.

Reporting and clearing of vehicle defects

An operator must have a documented system for reporting vehicle defects and actions taken. The records must state the type of defect, when it was identified and who identified it. The system must also detail the action taken to clear the defect and when the defect was cleared. Electronic or paper records are acceptable. It is recommended that the person who cleared the defect endorse the record.

Servicing and maintenance schedules for each vehicle used to provide the service

Records must be kept to show that a vehicle's servicing and maintenance is to a standard that complies with, or exceeds, the vehicle manufacturer's recommended servicing and maintenance program for the vehicle.

Servicing and maintenance schedules are required to be kept for each vehicle. The schedules must state what servicing and maintenance is required and when it is due.

In addition to keeping a maintenance schedule, an operator must also keep a record of all other maintenance performed on the vehicle.

Complaint management

Section 41 of the *Transport Operations (Passenger Transport) Standard 2010* requires accredited operators to record all complaints, promptly investigate complaints, and record any action taken in response to the complaint.

It is recommended that records should include details of:

- the nature of the complaint
- the name and contact details of the person making the complaint (if known)
- the date, time and location of the circumstances relating to their complaint
- the name of the driver (if applicable)
- the date the complaint was made
- who the complaint was made to
- what action was taken to investigate the complaint
- the outcome of the complaint, including any action taken.

The department may require an operator to provide evidence that the operator has recorded complaints received or has the ability to record a complaint should one be received.

Incident management plans

The *Transport Operations (Passenger Transport) Standard 2010*, sections 34-38, has regard to the requirements for accredited operators to have an incident management plan. For more information refer to information bulletins [PT221 Incident Management Plans](#) and [PT222 Guidelines for Developing an Incident Management Plan](#).

Restricted driver authorisation

The *Transport Operations (Passenger Transport) Regulation 2018*, section 227, requires accredited operators of courtesy or community transport services to maintain records about any restricted driver authorisation (RDA) issued by the operator. The operator must keep a written record of:

- the name of the person granted RDA
- the issue and expiry date of the RDA
- any amendments to the RDA made by the operator and date of the amendments
- any cancellation of the RDA, reasons for the automatic cancellation of the RDA and details of the notice of cancellation
- the driver licence number including the state or country of issue of the holder of the RDA.

For more information, refer to information bulletin [PT305 Restricted Driver Authorisation](#).

Additional information

This bulletin has been produced as a guideline and is not a reference to a point of law. Clarification of any information in this bulletin may be obtained by contacting your local passenger transport office. Details of passenger transport locations can be accessed at: www.translink.com.au/contact-us

The *Transport Operations (Passenger Transport) Act 1994*, *Transport Operations (Passenger Transport) Regulation 2018* and *Transport Operations (Passenger Transport) Standard 2010* can be accessed on the internet at www.legislation.qld.gov.au.

Additional information about public passenger services is available on the Department of Transport and Main Roads internet site at www.tmr.qld.gov.au/information_bulletins.