

Information for potential operators wanting to provide a tour service in the ACT

FAQs

What do I need to do if I want to provide a tour service in the ACT.

Firstly, you need to determine the type of service you will be providing. If you are using a vehicle and are charging clients to transport them around Canberra you will need to obtain public passenger service accreditation and your vehicle may need a licence to operate as a public passenger vehicle.

I am charging passengers for transportation

It now depends on what type of vehicle you will be using.

If you are going to use a vehicle that seats more than 9 adults (including the driver), you will need to obtain tour and charter bus operator accreditation.

If the vehicle you will be using seats less than 9 passengers you will need to obtain hire car accreditation and the vehicle will need to be licensed as a hire car.

How do I obtain tour and charter bus operator accreditation

You will need to complete an application for accreditation [Bus service accreditation package \(DOC 5.26MB\)](#) or [\(PDF 283KB\)](#). You will also need provide a National Police Certificate. Refer to the [Accreditation police checks](#) page for information on how to obtain this, and provide the appropriate photo identification.

If you hold a current working with vulnerable people card (non restricted), or have a National Police Certificate which is less than six months old from the date of your application, you can provide this instead of applying for a new one.

Vehicles registered in the ACT which are to be used as a public bus service are required to have 'MO' registration plates. The Public Transport and Audit team can provide you with the 'MO' plate number ahead of your accreditation being approved so that you can arrange your public liability insurance.

How do I obtain hire car accreditation

Complete an application for accreditation [Hire car accreditation application package \(DOC 3.51MB\)](#) or [\(PDF 231KB\)](#). You will also need provide a National Police Certificate. Refer to the [Accreditation police checks](#) page for information on how to obtain this, and provide the appropriate photo identification.

If you hold a current working with vulnerable people card (non restricted), or have a National Police Certificate which is less than six months old from the date of your application, you can provide this instead of applying for a new certificate.

How do I obtain a hire car vehicle licence

As well as applying for hire car accreditation, you will also need to apply for a Hire Car Vehicle Licence for each vehicle you intend to operate. The application form can be found at [Application for hire car licence \(including motorbikes\) \(DOC 2.62MB\)](#) or [\(PDF 205KB\)](#). This is not the same as obtaining a public vehicle condition 'H' on your driver licence. (see driver licence information below)

As you may need to know what the registration number of your *hire car* is going to be in order to complete your application and obtain public vehicle insurance policy. You can contact Public Transport Regulation and Audit to assist with identifying and reserving a *hire car* registration number plate on your behalf.

As well as submitting the relevant forms and payment of fees you will also need to provide a current copy of your public vehicle insurance and a passed roadworthy certificate, issued by the Access Canberra Motor Vehicle Inspection Station which is dated not more than one month before the date of your application.

Can I pick up and drop off passengers from NSW

Yes you can take passengers that have commenced their journey within the ACT into NSW and drop them off at a particular location and you can then pick-up and return those same passengers back into the ACT.

You cannot pick up other passengers from NSW, unless you are accredited and licensed in NSW to do so.

Do I need a special driver's licence to drive a bus or a hire car

Yes, depending on the type of service you will be offering, all drivers of the public vehicles are required to have the correct licence condition endorsed on their driver's licence. To drive a public bus you need to obtain an 'O' condition and to drive a hire car you will need to obtain a 'H' condition. For further information regarding obtaining a public driver's licence you should contact Access Canberra Contact Centre on 13 22 81.

Does my vehicle need an inspection

Yes, you will need to get the vehicle inspected at the Hume Motor Vehicle Inspection station, and the vehicle will be required to undergo a roadworthy inspection annually. You can contact Access Canberra Contact Centre on 13 22 81 to make a booking.

Are the registration fees and CTPI higher for a public vehicles

The fees for public vehicles depend on the vehicle type and size. For information relating to the registration fees please contact Access Canberra Contact Centre on 13 22 81.