

Road Transport (Public Passenger Services) Training For Bookable Vehicle Drivers Determination 2016 (No 1)

Notifiable Instrument NI2016–422

Made under the

Road Transport (Public Passenger Services) Regulation 2002, section 221U (Knowledge and skills to be a bookable vehicle driver)

1 Name of instrument

This instrument is the *Road Transport (Public Passenger Services) Training For Bookable Vehicle Driver Determination 2016 (No 1)*.*

2 Commencement

This instrument commences on 1 November 2016.

3 Approval

I determine the requirements referred to in Schedule 1 as the knowledge and skills necessary for a person to drive bookable vehicle to provide taxi, hire car or rideshare services.

4 Revocation

I revoke the following instruments, which have been replaced by updated requirements in this instrument:

- (a) [*Road Transport \(Driver Licensing\) Public Vehicle Driver Training Course Approval 2015 \(No 1\)*](#) NI2015-45; and
- (b) [*Road Transport \(Driver Licensing\) \(Hire Car Training Course\) Approval 2010 \(No 1\)*](#) NI2010-493.

Kerry Bell
Delegate
Road Transport Authority, Access Canberra
29 July 2016

*Name amended under Legislation Act, s 60

SCHEDULE 1

KNOWLEDGE AND SKILLS REQUIRED FOR DRIVERS OF BOOKABLE VEHICLES

For taxi, hire car and ridesharing drivers

- (1) Within three months of affiliation with a transport booking service, taxi service operator or hire car operator, the driver of a bookable vehicle must have demonstrated competencies in the following knowledge and skills to provide the services:
 - (a) the requirements of the *Work Health and Safety Act 2011*, including as relevant:
 - (i) fatigue management;
 - (ii) hazards and safe use of equipment;
 - (iii) dealing with difficult customers (aggression, intoxication);
 - (b) the requirements of the *Discrimination Act 1991*;
 - (c) the ability to serve people with disabilities or other accessibility issues, including as relevant:
 - (iv) different types of disabilities – for example, vision, hearing, communication, intellectual, psychological, psychiatric, neurological and other brain conditions, physical and other medical conditions;
 - (v) different on-demand trip requirements;
 - (vi) the driver's role and how to access support services.