

Operate a booking service provider (BSP)

CPVV Industry Guide

This guide summarises safety duties and other responsibilities for BSPs.

A BSP receives commercial passenger vehicle (CPV) trip requests. Then they arrange for accredited CPV drivers to accept them. You may take bookings over the phone. Or, you may do this using an electronic system that facilitates this process.

As a BSP, you are a safety duty holder. This means you must meet all industry safety standards for services you provide. You also have other responsibilities under the laws that regulate our industry.

We'll update this guide when safety advice or laws change.

Visit our website to make sure you have the latest version.

cpv.vic.gov.au

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Booking service provider (BSP) basics

This is general advice for BSPs. It summarises the laws that regulate our industry and your BSP safety duties. These laws apply to all CPV services that start in Victoria.

This is not a legal document and uses plain English. Please refer to the Act and Regulations* for full laws, legal language and definitions. You may also choose to seek your own legal advice.

References

This guide summarises key information from:

- [*Commercial Passenger Vehicle Industry Act 2017 \(the Act\)*](#), and
- [*Commercial Passenger Vehicle Industry Regulations 2018 \(the Regulations\)*](#).

* The Act and Regulations are the laws that regulate our industry. They include your full responsibilities and safety duties.

What's in this guide?

The following terms from industry law are important for BSPs. We'll define each one, then explain how they apply to you:

- booking service provider (BSP)
- registered booking service provider
- commercial passenger vehicle (CPV)
- accredited CPV driver
- booked and unbooked commercial passenger vehicle services
- relevant and responsible people
- concept of shared responsibility
- 'so far as is reasonably practicable'
- safety duty holders
- BSP safety duties
- registered BSP record-keeping and reporting
- fare rules and consumer protection.

What's a booking service provider (BSP)?

It's a person or organisation who:

- receives requests for CPV trips and arranges for CPV drivers to provide services, or
- owns, operates or controls a system that helps CPV drivers to accept trips.

You may receive, arrange or facilitate requests on the phone, an app, a website, social media, or any other way. The system you use may be electronic and automate parts of this process.

If your business participates in any of these activities, it is a BSP. It does not matter if:

- you are also a CPV driver and provide some of the requested services yourself
- CPV drivers who provide your booked services trips are not your employees
- the hiring fee for the trip gets paid to the driver by someone other than you
- your business also receives requests for passengers and trips outside of Victoria, or
- your business receives requests for trips in Victoria but is not located here.

BSPs are safety duty holders. They also have other responsibilities under Victorian law.

[Read Part 1, Section 5 of the Act for the full definition of a booking service.](#)

Do I need to register my BSP?

All BSPs must register unless:

- your BSP only takes bookings for one or two vehicles registered to you
- you do not have more than two commercial passenger vehicles registered in your name, or
- taking bookings for CPV services is not a core part of your business.

Even if you do not need to register your BSP, it is still a BSP and safety duty holder.

Difference between a registered and non-registered BSP

A registered BSP has more responsibilities than a BSP that does not need to register (see page 11).

If you do not register and do not meet the exemption criteria, heavy fines may apply.

What's a commercial passenger vehicle (CPV)?

Commercial passenger vehicles include taxis, rideshare vehicles, hire cars, wedding cars and limousines. Any vehicle you use to provide trips that start in Victoria must be a registered CPV.

As a BSP, you need to make sure any CPV you use is registered with us and listed in the CPVV Public Register (see page 10).

Vehicle owners are also safety duty holders and have specific responsibilities.

[Read more about how to register a CPV on our website.](#)

What's an accredited CPV driver?

In Victoria, drivers must have accreditation from us to drive a CPV for work. Accredited drivers are safety duty holders and share responsibility for industry safety. Once accredited, drivers have legal permission to provide both booked and unbooked services. As a BSP, you need to make sure your CPV drivers are:

- accredited in Victoria and listed in the CPVV Public Register (see page 10)
- aware of their safety duties and the [conditions of their CPV driver accreditation](#).

[Read more about how to apply for driver accreditation on our website.](#)

Booked and unbooked CPV services

The laws that regulate our industry use the idea of 'booked and unbooked' services (or 'trips'). All trips fall into one of these categories:

- Unbooked CPV services are trips that someone hails at a rank or on the street.
- Booked CPV services are any trips that customers request from a BSP in advance.

If a customer doesn't hail a ride at a rank or on the street, the trip is a booked service by default. BSPs receive and arrange or facilitate requests for booked services.

Register all your business activities with CPVV

If you own the vehicles your BSP uses for trips, [register them with us](#).

If you drive a CPV for work at your BSP or another one, [you must have driver accreditation](#).

Who are relevant and responsible people?

As a relevant person or responsible person, it's important to know your responsibilities. You risk criminal charges if your BSP does not meet its safety duties (see page 9).

When you registered your BSP with us, you shared details of key officers as business contacts. These are the 'relevant people' and 'responsible person' for your BSP.

The relevant people for your business will be different, depending on your structure. Company owners, business partners, directors or managers can be relevant people.

When you registered, you also named one relevant person to be the 'responsible person'.

If you are a sole trader, you might be the only 'relevant' and 'responsible' person at your BSP.

[You can change the relevant or responsible person for your BSP on our website.](#)

Role of relevant person

Anyone who is a relevant person at your registered BSP must:

- complete a relevant person application, including giving consent for a national police check
- make sure your BSP meets its safety duties and complies with the Act and Regulations
- respond to our email requests for information and follow any directions we send
- keep up to date on changes to industry safety duties and laws
- share information and directions from us with safety duty holders who work with your BSP
- keep your BSP business information up to date with us.

You can use the [change of BSP information form](#) to tell us about any important changes.

Read more on page 14.

Role of the responsible person

In addition to the above, the responsible person is also the main contact person. We will contact them first if we need to get in touch.

Your shared safety responsibilities

All safety duty holders share responsibility for the safety of our industry.

Safety duty holders must eliminate risks 'so far as is reasonably practicable'. If you can't completely remove a risk, you must reduce it, 'so far as is reasonably practicable'.

BSPs, drivers and vehicle owners all have different safety duties.

If you do not meet your safety duties we may start legal action against your BSP. This could mean heavy fines, criminal charges or other penalties.

What's 'so far as is reasonably practicable'?

It is a legal term. It means doing everything you can to remove or reduce risks at your workplace, within reason. You must make sure all trips you're involved with are safe, 'so far as is reasonably practicable'.

Consider these factors as you decide on your safety measures:

- the likelihood of the risks involved
- the degree of harm that would result if the risks eventuate
- what you know, or ought to know, about the risks and ways to control those risks
- the availability and suitability of ways to control the risks
- the cost of controlling the risks.

Part one of the [CPVV Industry Code of Practice](#) has detailed advice on how to manage risk at your BSP.

Who are safety duty holders?

You are a safety duty holder if you play a role in providing CPV services. This includes any of the following activities:

- drive a CPV for work
- arrange CPV services as a booking service provider
- own and maintain a commercial passenger vehicle
- supply equipment or services to CPV industry
- have control over the supply of commercial passenger vehicle services.

BSPs, CPV drivers, CPV owners, and industry suppliers all have different safety duties. You may have several duties at once. For example, you may be:

- a vehicle owner and a booking service provider
- a vehicle owner and a driver
- a driver and a booking service provider
- a booking service provider, a vehicle owner and a driver.

This guide only has information about safety duties for BSPs. Read the Act and Regulations for your full safety duties.

Industry Code of Practice

We have written detailed guidance on how to meet your safety duties. This advice is in the CPVV Industry Code of Practice (code of practice).

You may choose to use the code of practice at your business, or you might use another framework. What's important is operating your business to meet all your safety duties.

[Access the full code of practice on our website.](#)

BSP safety toolkit

You must make sure all CPV services you provide are safe, 'so far as is reasonably practicable'. This section has a summary of resources you can use to meet your BSP safety duties.

Our code of practice has more detailed advice on how to manage risk and meet your safety duties.

Report notifiable incidents

All BSPs must also report any 'notifiable incidents' to us within 10 business days. A 'notifiable incident' is any time that:

- someone (a driver, passenger or third-party) is seriously injured or dies, or
- a police officer or health professional gets called to the scene.

[When a notifiable incident happens, you must report it to us on our website.](#)

BSP safety duties

All BSPs have the following safety duties:

- Identify and manage safety hazards and risks for all booked trips you provide. This includes managing passenger, driver and vehicle safety.
- Create and maintain a database of all hazards and risks you identified. This must include what you are doing to remove or reduce risks. This may be a risk register (see page 12).
- Have systems and processes to:
 - manage driver fatigue and test for drug and alcohol use
 - maintain safe commercial passenger vehicles
 - manage your business in emergencies
 - track driver behaviour, skills and medical fitness.

Provide information, instruction, training or supervision for your drivers on their safety duties. This should include information about your safety systems and processes.

How to use the CPVV Public Register

Any driver or vehicle you arrange for a trip must be on the CPVV Public Register. If they're not, they do not have legal permission to provide CPV services and could put your business at risk.

Driver accreditation and CPV registrations can get suspended or cancelled. For example, someone's Victorian driver licence might expire, or a car might become unsafe.

Make sure any driver or vehicle you use is on the Public Register at the time of the booking. Your electronic booking system may do this automatically. Or, you may choose to do this manually.

If a vehicle is not in the system, email registration@cpv.vic.gov.au. If a driver is not in the system, email driver@cpv.vic.gov.au.

[The CPVV Public Register is available on our website.](#)

How to provide wheelchair accessible services

Your BSP may choose to book trips for passengers who use a wheelchair or mobility scooter.

Only drivers with a W-endorsement can drive wheelchair accessible vehicles. These drivers and vehicles must prioritise trips for passengers with wheelchairs, before others.

Learn more about accessible transport on our website:

- [wheelchair accessible vehicle conditions](#)
- [wheelchair and scooter lifting fees](#)
- [wheelchair accessible vehicle \(WAV\) subsidy](#)
- [W-endorsement for drivers](#)
- [Multi Purpose Taxi Program \(MPTP\)](#)
- [correct charging of MPTP fares.](#)

Industry advice on coronavirus (COVID-19)

As we've all experienced, COVID-19 has made our industry more unpredictable and we've had to adapt. We send updates when safety guidelines, hygiene standards and state government restrictions change. We also share new information via email, social media and our website.

Please ensure all contacts on your BSP registration are current.

[Check our website for the latest COVID-19 advice.](#)

Registered BSP record-keeping and reporting

Registered BSPs have record-keeping and reporting responsibilities. We've summarised them here.

Keep the right records and send us timely reports to avoid penalties. Please refer to the Act and Regulations for full details.

We can request your data

A registered BSP must provide reports and data to us, as directed. This is because we are the industry regulator.

We keep the data you submit to us secure. Our systems and processes meet the [Victorian Protective Data Security Standards](#).

Data and information you need to keep

Please keep these important business documents up to date and in the format we request:

- a copy of your risk register and any documents relating to your safety practices
- a copy of your complaints management system
- correct contact and business details for your BSP
- details about every trip you book, including driver and CPV details, fare charged and if a CPVV subsidy program was used.

Manage a risk register

All registered BSPs must manage a risk register. Your risk register is a place where you describe safety risks, and measures to resolve or lessen them. It should be a living document. Review and revise it regularly and when incidents happen.

You should have systems and processes to manage safety at your BSP. You must think about all risks and hazards that could happen any time during a trip. Example risks include driver fatigue, unsafe vehicles, or dangerous weather.

You can access a [risk register template](#) on our website. Or, read our [code of practice](#) for advice on how to manage risk.

Record and respond to complaints

You must give customers a way to provide feedback on trips. This means you need to:

- have a complaints management system and keep a record of all complaints.
- tell customers how to make a complaint and when they can expect a response - you may do this on your website or another way
- make sure you investigate every complaint promptly
- take adequate steps to resolve every complaint promptly.

This is the information you must keep about each complaint:

- date complaint received
- details of the complaint and the nature of the problem information about what relationship the person making the complaint has to your business (for example customer, driver or member of the public)
- name and address or other contact details of the person making the complaint
- all actions taken by your BSP (or someone on your behalf) in response
- date and time of the actions taken in response
- the outcome of the complaint.

Complaints can help you to better understand safety risks and customer needs.

Keep a record of the trips you book

Here's a list of the data you need to keep for each booked commercial passenger vehicle service you provide:

- trip IDs (currently optional)
- date and time of booking request
- accreditation number for the driver who provided the service
- registration plate number of the vehicle provided
- date and time that the trip started
- address and/or GPS coordinates for where the trip started (longitude and latitude).
- date and time the trip ended
- address and/or GPS coordinates for where the trip ended (longitude and latitude).
- full amount charged for the trip
- distance travelled (currently optional).

You must also record:

- If the driver processed part of the payment, was part of the fare paid under a CPVV scheme? An example of this is the Multi Purpose Taxi Program (MPTP).
- Was the vehicle used wheelchair accessible?

You must provide reports on this data to us in the format outlined in the CPVV trip data specification.

Email us at bsp_data@cpv.vic.gov.au if you have questions on how to collect and report on this data.

Resources to help with booked trip reporting

We understand this amount of administrative work may be challenging for some businesses. So, we've added templates and instructions to our website to get you started. You must store this data for three years from the date of each trip.

Find these resources on our website:

- [instructions for how to create a report](#)
- [CPVV trip data specification](#)
- [CPVV service data samples](#)
- [GoFex file submission guide](#)
- [trip data record template](#)
- [convert to CSV file instructions.](#)

Tell us about changes at your business

It's important to keep your contact and business details current in our system. You must tell us when any of the following change:

- BSP name or business/trading name
- BSP registered business name, Australian Company Number (ACN) or Australian Business Number (ABN)
- responsible or relevant person
- your BSP's ultimate holding company, if you are a company
- any other contact details (phone, email/s and postal address).

You have 10 business days to let us know, once you're aware of these changes. Do this with the [BSP change of information form](#) on our website.

Registered before 2 November 2017?

Any network service provider (NSP) who registered before this date is now a registered BSP. When this changed, we emailed all NSP contacts to say they were now a BSP (and not an NSP).

If you did not get this news, [use the change of BSP information form](#) to update your contact details. If you are no longer a BSP, learn more about [how to surrender your registration](#) on our website.

Fare rules and consumer protection

Any registered or unregistered BSP also has these consumer protection duties.

The Commercial Passenger Vehicle Service Levy

A \$1 per trip levy (excludes GST) applies to every CPV trip that starts in Victoria. You pay the levy to State Revenue Office Victoria (SRO). A BSP must pay \$1 to SRO for every trip they book. You have the option to pass this cost onto your customers.

Make sure you register with SRO, submit returns and pay the levy every three months. Check the [SRO website](#) for the latest information.

Fare rules for CPV services

Victoria's Essential Services Commission has fare rules for unbooked fares in some areas. These are: Melbourne, Dandenong, Frankston, Mornington Peninsula, Geelong, Ballarat and Bendigo. In all other areas of Victoria, unbooked fares are not regulated.

A BSP can set their own price for booked services but please consider the following:

- GST applies to every trip.
- You must make your fare information available to any customer who asks for it.
- If a customer asks for an estimate while booking a trip, you must either give an approximate price or a fixed fare.

Rules for receipts

Your passenger might ask for a receipt at the end of their trip. You must give them one if they ask. Receipts need to include this information about the trip:

- your BSP name
- registration number of the CPV
- driver's accreditation number
- a list of the items that make up the final price (including the fare, tolls and any extra charges)
- the total amount paid
- date of the payment, and
- CPV driver's signature (if the CPV driver provides a written receipt).

Contact CPVV

Email us if you have questions or need help with any of the topics in this guide.

safety@cpv.vic.gov.au

Ask about safety, risk registers, complaints registers and notifiable incidents.

bsp_data@cpv.vic.gov.au

Contact us about recording and reporting on booked trip data.

registration@cpv.vic.gov.au

Tell us about changes at your business or update your contact details. You can also ask us about wheelchair accessible vehicles.

driver@cpv.vic.gov.au

Ask about the W-endorsement for drivers.

mptp@cpv.vic.gov.au

Contact the Multi Purpose Taxi Program team.

More details are also available on our website:

cpv.vic.gov.au

