

# Booking Service Provider Responsibilities

## Your new responsibilities

As part of the changes from July, all Booking Service Providers (BSPs) need to register with us. If you're already accredited then you're automatically registered.

This includes businesses or individuals providing booking services for all commercial passenger vehicles.

New requirements including safety duties, incident notifications and record keeping will be introduced.

These changes will increase safety and help build trust in the industry.

COMMERCIAL  
PASSENGER  
VEHICLES  
VICTORIA

## EXAMPLES

For further examples visit [www.cpv.vic.gov.au](http://www.cpv.vic.gov.au)

### Company A takes bookings for others

Company A takes bookings from prospective passengers over the phone or via email, and enables the acceptance of those requests by drivers.

**ACTION: Company A needs to be registered as a BSP.**

### Jane owns three vehicles and takes bookings for them

Jane owns three commercial passenger vehicles that are registered in her name. She receives and accepts passenger bookings, allocating these to the drivers of her vehicles, including herself.

**ACTION: Jane needs to register as a BSP.**

### Kashif owns two vehicles and takes bookings for them

Kashif owns two commercial passenger vehicles that are registered in his name. He receives and accepts passenger bookings, allocating these to the drivers of his vehicles only.

**ACTION: Kashif doesn't need to register as a BSP until 1 July 2019.**

## What is a Booking Service Provider?

A Booking Service Provider (BSP):

- receives requests for passenger bookings for commercial passenger vehicle services; and
- arranges or accepts requests by, or on behalf of the commercial passenger vehicle drivers.

The booking service can be provided through an app, website or over the phone.

Payment can be accepted on behalf of the driver, or made directly to the driver.

BSPs can be organisations based within, or outside of, Victoria.

## Who needs to register?

If you advertise a booking service or you get paid for taking bookings, then you need to register. If you're already accredited with us you don't need to register.

However there are some exceptions:

- drivers that take bookings only for services they provide are not BSPs
- vehicle owners that take bookings for vehicles they own, and they only own one or two vehicles, don't need to register until 1 July 2019.

Find out more at [www.cpv.vic.gov.au](http://www.cpv.vic.gov.au)

## How do you register?

Register at [cpv.vic.gov.au](http://cpv.vic.gov.au). You will need to:

- complete a form for each relevant person. This can be managers, partners, management committee members or officers of that BSP
- provide all requested information, including identification
- pay the applicable fee.

We will contact you if we require more information.

Registration can take up to 28 days (from lodgement of a complete application).

## Your new responsibilities

These include new systems and processes for safety, consumer protections, record keeping and reporting. They also include payment of a new \$1 per trip industry levy that applies to every commercial passenger vehicle trip. This levy is collected by the State Revenue Office Victoria.

The new requirements for BSPs are contained in the *Commercial Passenger Vehicle Industry Act 2017* and the *Commercial Passenger Vehicle Industry Regulations 2018*.

All BSPs must familiarise themselves with the requirements and follow them.

For more information on BSP responsibilities, please visit [www.cpv.vic.gov.au](http://www.cpv.vic.gov.au)

For more information on the levy, please visit [www.sro.vic.gov.au/commercial-passenger-vehicle-service-levy](http://www.sro.vic.gov.au/commercial-passenger-vehicle-service-levy)

