

Queensland



Transport Operations (Passenger Transport) Act 1994

TRANSPORT OPERATIONS (PASSENGER TRANSPORT) STANDARD 2000

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Information about this reprint

This standard is reprinted as at 21 July 2000. The reprint—

- shows the law as amended by all amendments that commenced on or before that day (Reprints Act 1992 s 5(c))
- incorporates all necessary consequential amendments, whether of punctuation, numbering or another kind (Reprints Act 1992 s 5(d)).

The reprint includes a reference to the law by which each amendment was made—see list of legislation and list of annotations in endnotes.

This page is specific to this reprint. See previous reprint for information about earlier changes made under the Reprints Act 1992. A table of earlier reprints is included in the endnotes.

Also see endnotes for information about—

- **when provisions commenced**
- **editorial changes made in earlier reprints.**

Queensland



TRANSPORT OPERATIONS (PASSENGER TRANSPORT) STANDARD 2000

TABLE OF PROVISIONS

Section		Page
PART 1—PRELIMINARY		
1	Short title	3
2	Commencement	3
3	Definitions	3
PART 2—DRIVERS		
4	Definition	3
5	Purpose of pt 2	4
6	Qualifications for operating relevant vehicles that are motorbikes	4
7	Qualifications for operating relevant vehicles other than motorbikes	5
8	Medical fitness for driver authorisation	6
8A	Licence requirements for restricted driver authorisation	6
8B	Medical fitness for restricted driver authorisation	7
9	Particular qualification to drive a taxi	8
10	Alcohol and drugs	8
11	Fatigue management	9
12	Operational safety of vehicles	9
13	Seating	10
14	Customer service	10
15	Compliance with certain transport legislation	10
PART 3—OPERATORS		
16	Definition	11
17	Purpose of pt 3	11

*Transport Operations (Passenger Transport)
Standard 2000*

18	Training of operators	11
19	Ensuring drivers are trained in obligations under the Act	12
20	Ensuring drivers comply with fatigue management requirements	12
21	Ensuring operational safety of vehicles	12
22	Compliance with Transport Operations (Road Use Management—Vehicle Standards and Safety) Regulation 1999, s 5	13
23	Design and construction of bus manufactured before 20 May 1992	13
24	Seating	13
25	Type and age of vehicles	14
26	Compulsory third party insurance	14
27	Maintenance of vehicles	14
28	Customer service	15
29	Vehicles to be maintained in clean, tidy and comfortable condition	15
30	Access to information about services provided	16
31	Vehicle unable to complete journey	16
32	Reliability of service	17
33	Scheduled service—what must be shown on vehicle	17
34	Complaints	17

SCHEDULE 18

DICTIONARY

ENDNOTES

1	Index to endnotes	20
2	Date to which amendments incorporated	20
3	Key	21
4	Table of earlier reprints	21
5	List of legislation	21
6	List of annotations	22

TRANSPORT OPERATIONS (PASSENGER TRANSPORT) STANDARD 2000

[as amended by all amendments that commenced on or before 21 July 2000]

PART 1—PRELIMINARY

Short title

1. This standard may be cited as the *Transport Operations (Passenger Transport) Standard 2000*.

Commencement

2. This standard commences on 1 May 2000.

Definitions

3. The dictionary in the schedule defines particular words used in this standard.

PART 2—DRIVERS

Definition

4. In this part—

“**relevant vehicle**” means a vehicle providing a public passenger service for which driver authorisation is required.

*Transport Operations (Passenger Transport)
Standard 2000*

Purpose of pt 2

5. The purpose of this part is to enhance the level of safety and customer service provided by drivers in the provision of public passenger services by imposing obligations—

- (a) on applicants for a grant or renewal of driver authorisation; and
- (b) about operating relevant vehicles.

Qualifications for operating relevant vehicles that are motorbikes

6.(1) An applicant for driver authorisation for the operation of a relevant vehicle that is a motorbike must hold a prescribed licence of the appropriate class.

(2) The applicant must also, subject to subsection (3)—

- (a) have held continuously for at least 5 years—
 - (i) an open or provisional licence for a motorbike; or
 - (ii) a corresponding licence to an open or provisional licence for a motorbike; or
 - (iii) a series of any of the licences mentioned in subparagraph (i) or (ii); or
- (b) passed an approved competence test for the operation of a motorbike with a pillion passenger and have held continuously for at least 3 years—
 - (i) an open or provisional licence for a motorbike; or
 - (ii) a corresponding licence to an open or provisional licence for a motorbike; or
 - (iii) a series of any of the licences mentioned in subparagraph (i) or (ii).

(3) Also, for at least 2 years of the continuous 5 or 3 year period mentioned in subsection (2), the applicant must have held continuously—

- (a) an open or provisional licence for a motorbike; or
- (b) a corresponding licence to an open or provisional licence for a

*Transport Operations (Passenger Transport)
Standard 2000*

motorbike issued under the law of another State; or

(c) a series of any of the licences mentioned in paragraph (a) or (b).

(4) A person must not operate a relevant vehicle that is a motorbike unless the person holds a prescribed licence of the appropriate class.

Qualifications for operating relevant vehicles other than motorbikes

7.(1) An applicant for driver authorisation for the operation of a relevant vehicle, other than a motorbike, must hold a prescribed licence of the appropriate class.

(2) The applicant must also—

(a) subject to subsection (3), have held continuously for at least 3 years—

(i) an open or provisional licence for a car, truck or bus; or

(ii) a corresponding licence to an open or provisional licence for a car, truck or bus; or

(iii) a series of any of the licences mentioned in subparagraph (i) or (ii); or

(b) have passed an approved competence test for the operation of the type of vehicle the person intends to drive under the driver authorisation.

(3) Also, for at least 2 years of the continuous 3 year period mentioned in subsection (2), the applicant must have held continuously—

(a) an open or provisional licence for a car, truck or bus; or

(b) a corresponding licence to an open or provisional licence for a car, truck or bus issued under the law of another State; or

(c) a series of any of the licences mentioned in paragraph (a) or (b).

(4) However, subsection (3) does not apply if the driver authorisation applied for is for a scheduled passenger service, long distance scheduled passenger service, taxi service, limousine service, community transport service or courtesy transport service.

(4A) Subsections (1) to (4) do not apply to a person seeking a restricted

*Transport Operations (Passenger Transport)
Standard 2000*

driver authorisation.

(5) A person must not operate a relevant vehicle, other than a motorbike, unless the person holds a prescribed licence of the appropriate class.

Medical fitness for driver authorisation

8.(1) An applicant for driver authorisation must give the chief executive a certificate in the approved form from a doctor (a “**medical certificate**”) that the applicant is medically fit to operate vehicles of the type the applicant intends to drive under the driver authorisation.

(2) An authorised driver must—

- (a) notify the chief executive if there is a change in the driver’s medical condition that makes the driver continuously unfit to safely operate a motor vehicle for more than 1 month; and
- (b) within every 5 years after the issue by a doctor of the last medical certificate given to the chief executive under this section, give the chief executive a fresh medical certificate.

(3) However, if the medical certificate indicates it is for a period of less than 5 years, the next medical certificate must be given to the chief executive within the stated period.

Examples of indications—

1. The certificate states it lasts or applies for 2 years.
2. The certificate states it should be renewed or reviewed after 2 years.
3. The certificate states the driver’s condition should be reviewed, or the driver should be re-examined, within 2 years.

(4) If the medical certificate given under subsection (1) or (3) for a person contains a limitation on operating a vehicle, the person must not operate a relevant vehicle contrary to the limitation.

(5) This section does not apply to a person seeking a restricted driver authorisation.

Licence requirements for restricted driver authorisation

8A.(1) A person is not eligible to be granted a restricted driver

Transport Operations (Passenger Transport)
Standard 2000

authorisation by an operator unless the person—

- (a) holds a prescribed licence of the appropriate class; and
- (b) has held continuously for at least 3 years—
 - (i) an open or provisional licence for a car, truck or bus; or
 - (ii) a corresponding licence to an open or provisional licence for a car, truck or bus; or
 - (iii) a series of any of the licences mentioned in subparagraph (i) or (ii).

(2) A person must not operate a public passenger vehicle under restricted driver authorisation unless the person holds a prescribed licence of the appropriate class.

Medical fitness for restricted driver authorisation

8B.(1) A person is not eligible to be granted restricted driver authorisation by an operator unless the person gives the operator—

- (a) a doctor's certificate in the approved form that the person is medically fit to operate a motor vehicle (the “**doctor's certificate**”); or
- (b) a signed statement stating that, as far as the person knows, the person does not suffer from any of the medical conditions stated on the approved form under the *Transport Operations (Passenger Transport) Regulation 1994* for restricted driver authorisation.

(2) A driver who holds restricted driver authorisation must notify the operator who granted the restricted driver authorisation and the chief executive each time there is a change in the driver's medical condition that makes the driver continuously unfit to safely operate a motor vehicle for more than 1 month.

(3) If the doctor's certificate of a driver who holds restricted driver authorisation contains a limitation on the driver operating a vehicle, the driver must not operate a vehicle under the restricted driver authorisation contrary to the limitation.

Transport Operations (Passenger Transport)
Standard 2000

Particular qualification to drive a taxi

9.(1) An applicant for driver authorisation for a relevant vehicle that is a taxi must—

- (a) be able to speak and understand English; and
- (b) have a knowledge of common destinations and major connecting roads within the taxi service area where the applicant intends to drive the taxi; and
- (c) either—
 - (i) have successfully completed a training course for taxi drivers specified by the chief executive; or
 - (ii) have attained competency in each of the following Road Transport Competency Standards approved by the Australian National Training Authority—
 - (A) Follow occupational health and safety procedures;
 - (B) Drive a taxicab;
 - (C) Apply customer service skills;
 - (D) Apply quality procedures;
 - (E) Transport persons with disabilities.

(2) An applicant for renewal of driver authorisation for a relevant vehicle that is a taxi must, if required by the chief executive, have successfully completed a training course for taxi drivers specified by the chief executive.

(3) This section is in addition to, and does not limit, section 7 or 8.

Alcohol and drugs

10.(1) A driver of a relevant vehicle must have a blood alcohol concentration of zero while operating the vehicle.

(2) A driver of a relevant vehicle must not be under the influence of a drug while operating the vehicle.

*Transport Operations (Passenger Transport)
Standard 2000*

Fatigue management

11.(1) A driver of a relevant vehicle must not operate the vehicle if the driver's fatigue level may endanger passenger safety.

(2) The driver does not contravene subsection (1) if the driver complies with any requirements about fatigue management applying to the driver under—

- (a) the *Transport Operations (Road Use Management—Fatigue Management) Regulation 1998*; or
- (b) an alternative compliance scheme about fatigue management approved under the *Transport Operations (Road Use Management) Act 1995*.

Operational safety of vehicles

12.(1) A driver of a relevant vehicle must operate it safely.

(2) Without limiting subsection (1) the driver must ensure—

- (a) the vehicle is not overloaded; and
- (b) if the vehicle is used for long distance scheduled passenger services or tourist services, it does not carry standing passengers; and
- (c) if the vehicle is a bus that carries standing passengers—
 - (i) the bus is specifically designed and constructed for the purpose; and
 - (ii) no passenger stands for more than 20 km; and
 - (iii) when carrying standing passengers, the bus does not travel on a road notified by the chief executive, by gazette notice, as a road on which the bus must not carry standing passengers.

(2) In subsection (1)—

“overloaded”, for a vehicle, includes carrying more than the maximum number of passengers—

*Transport Operations (Passenger Transport)
Standard 2000*

- (a) for which the vehicle is designed; or
- (b) specified or recommended by the vehicle's manufacturer.

Seating

13.(1) A driver of a relevant vehicle must take reasonable steps to ensure that no more than 1 passenger sits in any adult seat in the vehicle.

(2) However if the vehicle is a bus, 3 primary school or pre-school children may sit in a bench type bus seat designed for 2 adults if—

- (a) the seat is not required to be fitted with seat belts; and
- (b) the placement and construction of the seat allows; and
- (c) no child sits in the seat for more than a total of 90 minutes while any 2 other children sit in the seat.

Customer service

14.(1) A driver of a relevant vehicle must be reasonably courteous to passengers and the public.

(2) A driver of a relevant vehicle providing a scheduled passenger service or long distance scheduled passenger service must follow advertised routes and timetables while operating the vehicle.

(3) A taxi driver must have a knowledge of common destinations and major connecting roads within the taxi service area where the driver drives the taxi.

Compliance with certain transport legislation

15. A driver of a relevant vehicle must comply with all provisions of the *Transport Operations (Road Use Management) Act 1995*¹ imposing an obligation, prohibition, restriction or other requirement on the driver in relation to—

¹ A reference to the Act includes a reference to the statutory instruments made or in force under the Act. See the *Acts Interpretation Act 1954*, section 7.

*Transport Operations (Passenger Transport)
Standard 2000*

- (a) the driving, use or operation of the vehicle; or
- (b) being in charge of the vehicle; or
- (c) the vehicle (including, for example, its design, condition, equipment, mass, loading or signs).

PART 3—OPERATORS

Definition

16. In this part—

“relevant service” means a public passenger service for which operator accreditation is required.

Purpose of pt 3

17. The purpose of this part is to enhance the level of safety and customer service in the provision of public passenger services by imposing obligations—

- (a) on applicants for a grant or renewal of operator accreditation; and
- (b) on operators of relevant services.

Training of operators

18.(1) An applicant for operator accreditation must successfully complete a training course specified by the chief executive in the matters mentioned in section 14² of the Act.

(2) An applicant for renewal of operator accreditation may be required to successfully complete a training course mentioned in subsection (1).

(3) However, the chief executive may accept another qualification from the applicant as compliance with subsection (1) or (2) if the chief executive

² Section 14 (Operator accreditation standards) of the Act

*Transport Operations (Passenger Transport)
Standard 2000*

considers the qualification equivalent to, or better than, the training under the training course mentioned in subsection (1).

(4) In this section—

“**qualification**” means experience or training, other than training under a training course mentioned in subsection (1).

Ensuring drivers are trained in obligations under the Act

19.(1) An operator of a relevant service must ensure each driver who is to operate a vehicle providing the service is given an introduction to the driver’s obligations under the Act.

(2) However, the operator does not contravene subsection (1) if the operator is satisfied, by documentary evidence, that the driver’s experience, or experience and training, provide an adequate level of knowledge of the obligations.

(3) An operator of a relevant service must ensure each driver who operates a vehicle providing the service is given training, under a documented training program, in the driver’s obligations under the Act.

Ensuring drivers comply with fatigue management requirements

20. An operator of a relevant service must take reasonable steps to ensure that each driver of a vehicle providing the service complies with section 11.³

Ensuring operational safety of vehicles

21. An operator of a relevant service must take reasonable steps to ensure that a vehicle providing the service is safely operated.

(2) Without limiting subsection (1), the operator must take reasonable steps to ensure—

- (a) the vehicle is not overloaded; and
- (b) if the vehicle is used for long distance scheduled passenger

³ Section 11 (Fatigue management)

*Transport Operations (Passenger Transport)
Standard 2000*

services or tourist services—it does not carry standing passengers; and

- (c) if the vehicle is a bus, that carries standing passengers—
- (i) the bus is specifically designed and constructed for the purpose; and
 - (ii) no passenger stands for more than 20 km; and
 - (iii) when carrying standing passengers, the bus does not travel on a road notified by the chief executive, by gazette notice, as a road on which the bus must not carry standing passengers.

Compliance with Transport Operations (Road Use Management—Vehicle Standards and Safety) Regulation 1999, s 5

22. An operator of a relevant service must ensure that each vehicle providing the service complies with the requirements for the vehicle stated in the *Transport Operations (Road Use Management—Vehicle Standards and Safety) Regulation 1999*, section 5.⁴

Design and construction of bus manufactured before 20 May 1992

23. An operator of a relevant service must ensure that a bus manufactured before 20 May 1992 used to provide the service complies with the Code of Practice ‘Omnibus Licensing Evaluation S6’ as issued at August 1992.⁵

Seating

24.(1) An operator of a relevant vehicle must take reasonable steps to ensure that no more than 1 passenger sits in any adult seat in the vehicle.

(2) However if the vehicle is a bus, 3 primary school or pre-school

⁴ *Transport Operations (Road Use Management—Vehicle Standards and Safety) Regulation 1999*, section 5 (Vehicles must comply with vehicle standards)

⁵ This code forms part of the Code of Practice—Commercial Motor Vehicle Modifications and is available for inspection at the offices of the department at Transport House, Brunswick Street, Fortitude Valley, Brisbane.

*Transport Operations (Passenger Transport)
Standard 2000*

children may sit in a bench type bus seat designed for 2 adults if—

- (a) the seat is not required to be fitted with seat belts; and
- (b) the placement and construction of the seat allows; and
- (c) no child sits in the seat for more than a total of 90 minutes while any 2 other children sit in the seat.

Type and age of vehicles

25.(1) An operator of a relevant service may only use a vehicle to provide the service that is of a type and age suitable to provide the service.

(2) The operator is taken to comply with subsection (1) if the operator uses a vehicle of a type and age suitable to provide the service mentioned in a guideline issued by the chief executive under the *Transport Operations (Passenger Transport) Regulation 1994*, section 62B(1)(a).⁶

Compulsory third party insurance

26. An operator of a relevant service must not operate, or allow someone else to operate, a vehicle providing the service unless the insurance requirements under the *Motor Accident Insurance Act 1994* for the vehicle have been complied with.

Maintenance of vehicles

27.(1) An operator of a relevant service must have and comply with a maintenance program for each vehicle providing the service.

(2) The program must provide—

- (a) for the servicing and other maintenance of the vehicle to a standard that complies with, or exceeds, the servicing and maintenance program specified by the vehicle's manufacturer; and

⁶ *Transport Operations (Passenger Transport) Regulation 1994*, section 62B (Chief executive may issue guidelines)

*Transport Operations (Passenger Transport)
Standard 2000*

- (b) for a daily pre-trip inspection of the vehicle, to a standard appropriate to an experienced driver of that general type of vehicle, to identify defects in the vehicle that may endanger public safety or substantially reduce passenger comfort; and
- (c) a system to ensure—
 - (i) defects in the vehicle that come to the notice of the driver or anyone else involved in providing the service are reported to the operator and recorded; and
 - (ii) the vehicle is not returned to service until a reported defect that may endanger public safety has been fixed; and
 - (iii) reported defects in the vehicle that substantially reduce passenger comfort are fixed within a reasonable time; and
 - (iv) action taken to fix defects in the vehicle is recorded.

(3) An operator of a relevant service must keep a record of all servicing or other maintenance on each vehicle used to provide the service.

(4) Subsection (3) applies to all maintenance, whether or not performed under the program.

Customer service

28.(1) An operator of a relevant service that is a taxi service or a service providing scheduled services must take reasonable steps to ensure the operator's drivers are competent in providing customer service.

(2) Without limiting subsection (1), an operator of a relevant service providing scheduled services must take reasonable steps to ensure drivers are aware of the timetables and routes for the services.

Vehicles to be maintained in clean, tidy and comfortable condition

29.(1) An operator of a relevant service that is a taxi service, limousine service, a scheduled passenger service or long distance scheduled passenger service, must take reasonable steps to ensure that each vehicle providing the

*Transport Operations (Passenger Transport)
Standard 2000*

service is maintained in a clean, tidy and reasonably comfortable condition.⁷

(2) The operator is taken to comply with subsection (1) if the operator maintains the vehicle in accordance with a guideline issued by the chief executive under the *Transport Operations (Passenger Transport) Regulation 1994*, section 62B(1)(b).⁸

Access to information about services provided

30.(1) This section applies to an operator of a relevant service that is—

- (a) a scheduled passenger service; or
- (b) a taxi service if bookings for the service are not taken by a service for the administration of taxi services.

(2) The operator must provide the public with a convenient way of obtaining information about the scheduled passenger service or taxi service.

Example—

Ensuring information about the service is obtainable by telephone during appropriate hours.

Vehicle unable to complete journey

31.(1) An operator of a relevant service must have a procedure to ensure that, if a vehicle providing the service is unable to complete a passenger's journey on the vehicle—

- (a) alternative arrangements are made to complete the journey; and
- (b) the passenger is told why the vehicle is unable to complete the journey and the arrangements being made for the completion of the journey.

(2) This section does not apply to an operator of a taxi service if a service

⁷ For additional obligations about vehicle comfort see the *Transport Operations (Passenger Transport) Regulation 1994*, section 20 (Safety requirements).

⁸ *Transport Operations (Passenger Transport) Regulation 1994*, section 62B (Chief executive may issue guidelines)

*Transport Operations (Passenger Transport)
Standard 2000*

for the administration of taxi services takes bookings for the taxi service under a service contract.

Reliability of service

32.(1) An operator of a relevant service that is a scheduled passenger or long distance scheduled passenger service must provide public passenger services in accordance with the operator's advertised schedules.

(2) The schedules must be realistically achievable.

Scheduled service—what must be shown on vehicle

33.(1) An operator of a relevant service that is a scheduled passenger service or long distance scheduled passenger service, other than a school service, must ensure that each vehicle providing the service—

- (a) is readily identifiable as belonging to the service; and
- (b) displays a conspicuous destination sign.

Complaints

34.(1) An operator of a relevant service must—

- (a) ensure a complaint about the service, whether or not it is about conduct by the operator or a driver, is recorded; and
- (b) promptly investigate the complaint; and
- (c) ensure action, if any, taken in response to the complaint is recorded.

(2) This section does not apply to an operator of a taxi service if a service for the administration of taxi services takes bookings for the taxi service under a service contract.

SCHEDULE

DICTIONARY

section 3

“approved” means approved by the chief executive.

“car” see the Transport Operations (Road Use Management) Act 1995, dictionary.

“corresponding licence” to—

- (a) an open licence, for a requirement relating to restricted driver authorisation—means a document corresponding to the open licence that is issued under a law of another State or a foreign country that provides for the same matter as the provision under which the open licence is issued; or
- (b) an open licence, other than for a requirement relating to restricted driver authorisation—means a document corresponding to the open licence that is issued under a law of another State that provides for the same matter as the provision under which the open licence is issued; or
- (c) a provisional licence, for a requirement relating to restricted driver authorisation—means a document corresponding to the provisional licence that is issued under a law of another State or a foreign country that provides for the same matter as the provision under which the provisional licence is issued; or
- (d) a provisional licence, other than for a requirement relating to restricted driver authorisation—means a document corresponding to the provisional licence that is issued under a law of another State that provides for the same matter as the provision under which the provisional licence is issued.

“held continuously”, for a period, includes being held for the period without a break that lasted more than 7 days.

SCHEDULE (continued)

“motorbike” see the *Transport Operations (Road Use Management) Act 1995*, dictionary.

“open licence” see the *Transport Operations (Road Use Management) Act 1995*, dictionary.

“prescribed licence” means—

- (a) an open licence, or a corresponding licence to an open licence; or
- (b) a restricted licence; or
- (c) a provisional licence under the *Transport Operations (Road Use Management—Driver Licensing) Regulation 1999*, section 25(2)(a)(ii).

“provisional licence” see the *Transport Operations (Road Use Management) Act 1995*, dictionary.

“relevant service”, for part 3, see section 16.

“relevant vehicle”, for part 2, see section 4.

“restricted licence” see the *Transport Operations (Road Use Management) Act 1995*, dictionary.

“truck” see the *Transport Operations (Road Use Management) Act 1995*, dictionary.

ENDNOTES

1 Index to endnotes

		Page
2	Date to which amendments incorporated	20
3	Key	21
4	Table of earlier reprints	21
5	List of legislation	21
6	List of annotations	22

2 Date to which amendments incorporated

This is the reprint date mentioned in the Reprints Act 1992, section 5(c). Accordingly, this reprint includes all amendments that commenced operation on or before 21 July 2000. Future amendments of the Transport Operations (Passenger Transport) Standard 2000 may be made in accordance with this reprint under the Reprints Act 1992, section 49.

*Transport Operations (Passenger Transport)
Standard 2000*

3 Key

Key to abbreviations in list of legislation and annotations

AIA	=	Acts Interpretation Act 1954	(prev)	=	previously
amd	=	amended	proc	=	proclamation
amdt	=	amendment	prov	=	provision
ch	=	chapter	pt	=	part
def	=	definition	pubd	=	published
div	=	division	R[X]	=	Reprint No.[X]
exp	=	expires/expired	RA	=	Reprints Act 1992
gaz	=	gazette	reloc	=	relocated
hdg	=	heading	renum	=	renumbered
ins	=	inserted	rep	=	repealed
lap	=	lapsed	s	=	section
notfd	=	notified	sch	=	schedule
o in c	=	order in council	sdiv	=	subdivision
om	=	omitted	SIA	=	Statutory Instruments Act 1992
orig	=	original	SIR	=	Statutory Instruments Regulation 1992
p	=	page	SL	=	subordinate legislation
para	=	paragraph	sub	=	substituted
prec	=	preceding	unnum	=	unnumbered
pres	=	present			
prev	=	previous			

4 Table of earlier reprints

TABLE OF EARLIER REPRINTS

[If a reprint number includes a roman letter, the reprint was released in unauthorised, electronic form only.]

Reprint No.	Amendments included	Reprint date
1	none	5 May 2000

5 List of legislation

Transport Operations (Passenger Transport) Standard 2000 SL No. 61

made by the chief executive on 1 March 2000

approved by the Governor in Council on 6 April 2000

notfd gaz 7 April 2000 pp 1312–13

ss 1–2 commenced on date of notification

remaining provisions commenced 1 May 2000 (see s 2)

exp 1 September 2010 (see SIA s 54)

as amended by—

**Transport Operations (Passenger Transport) Amendment Standard (No. 1) 2000
SL No. 102**

notfd gaz 2 June 2000 pp 370–1
commenced on date of notification

6 List of annotations

Qualifications for operating relevant vehicles other than motorbikes
s 7 amd 2000 SL No. 102 s 3

Medical fitness for driver authorisation
s 8 amd 2000 SL No. 102 s 4

Licence requirements for restricted driver authorisation
s 8A ins 2000 SL No. 102 s 5

Medical fitness for restricted driver authorisation
s 8B ins 2000 SL No. 102 s 5

PART 4—REPEAL

pt 4 (s 35) exp 2 May 2000 (see s 35(2))

SCHEDULE—DICTIONARY

def “**corresponding licence**” sub 2000 SL No. 102 s 6(1)
def “**prescribed licence**” amd 2000 SL No. 102 s 6(2)