



Conditions of Authorisation

Once authorised, you are responsible for ensuring your business operates legally under the *Point to Point Transport (Taxis and Hire Vehicles) Act 2016* and complies with any conditions of your authorisation.

The following standard authorisation conditions apply for both Taxi Service Providers and Booking Service Providers

- Compliance with safety standards
- Keeping records required under the new point to point transport legislation or NSW taxation legislation, in a form that may be accessed from or made available in NSW
- Compliance with the requirements of the Passenger Service Levy
- Providing written notice to the Commission within 7 days about any change of business address and
- Providing written notice to the Commission within 21 days of changes to nominated managers or directors (for an authorisation held by a body corporate)

What kinds of records do I need to keep?

You will need to record the names and driver licence numbers of all drivers as well as registration details for all cars in your fleet. Taxi Service Providers will also need to keep contact information for affiliated providers.



What trip details need to be recorded and kept?

You will now need to keep a record of all hirings for at least two years in order to document how you are meeting safety standards and managing your own safety management system.

Detail to be recorded	Booking Service Provider is responsible for booked trips	Taxi Service Provider is responsible for rank and hail trips
Date and time of the booking	✓	
Date, start and end time of a journey	✓	✓
Start and final location of a journey	✓	✓
Driver's full name and vehicle registration number	✓	
Driver's full name and licence number of the taxi		✓
Contact information for at least one of the passengers, or the person who made the booking or the person who paid for the journey	✓	
If the booking was passed on to another Booking Service Provider, their name must be recorded	✓	
Amount of the fare		✓

Suspensions and cancellations

You risk having authorisations varied, suspended or cancelled by the Commissioner if you fail to comply with the standard conditions or conditions outlined in this fact sheet. You could also incur a maximum penalty of \$110,000.

The Commissioner may also vary, suspend or cancel an authorisation if the provider:

- fails to comply with the new legislation and regulatory framework
- is providing a service that may cause danger to the public

Can I challenge a decision affecting my authorisation?

If you are dissatisfied with a decision to vary, suspend or cancel your authorisation, you may apply for an internal review **OR** appeal directly to the NSW Civil and Administrative Tribunal.

If you remain dissatisfied with the outcome of an internal review, you can appeal to the NSW Civil and Administrative Tribunal for further review.

Key Resources

More information about details provided in this fact sheet can be found at pointtopoint.nsw.gov.au.

The following fact sheets are also available:

- Authorisation
- Safety Standards for Vehicles Providing Booked Services
- Safety Standards for Taxis
- Safety Standards for Drivers
- Duty of Care and Safety Management Systems